ACCEPTABLE MEANS OF COMPLIANCE

AMC-08

ISSUANCE, RENEWAL AND AMENDMENT OF AIR OPERATOR CERTIFICATE (AOC) OR AIR OPERATOR AUTHORISATION (AOA)

ISSUE 08

RECORD OF REVISIONS / DATE OF APPLICABILITY

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Previous issues	-	-	Refer to CAAP 08 issue 03 in archive
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		Paragraph 7(t)	Reworded without change to the initial intent
		Paragraph 7(u)	Further elaborated with regards to transfer of AOC
		Paragraph 7(v)(3)	Changed to integrate the provisions of Information Bulleting 08-2016 AOC VALIDITY, TRANSFERABILITY AND SALE
		Paragraph 7(w)	Changed to add refund policy of the AOC fee
		Paragraph 8.1.3(e)	Changed to specify the fee amount
		Paragraph 8.1.3(f)	Changed to specify that the information is required for applicants for an AOC engaged in Commercial Air Transport operations only
		Paragraph 8.1.3	Note under Paragraph 8.1.3 changed to specify the case of accepted financial fitness assessment in the Emirate of Abu Dhabi
		Paragraph 8.1.4	Created with text which was initially under 8.1.1
		Paragraphs 8.2.2(j) and 8.2.3(d)	Changed to include CAMO and AMO
		Paragraph 8.2.4(e)	Changed to include Maintenance Organisation Exposition
		Paragraph 8.2.5.2.6	Changed to authorise acceptance of a person as PQ QA who may not be qualified to perform Flight Operations and Airworthiness roles and functions
		Paragraph 8.5	Changed to include payment of the AOC fee as condition for continued validity of the AOC
		Paragraph 9(c)	Changed to specify that the information is required for applicants for an AOC engaged in Commercial Air Transport operations only
		Paragraph 9(d)	Added to include payment of the AOC fee as condition for the renewal of AOC
06	15 March 2022 15 March 2022	-	A new write up to align with the newly introduced CAR-AIR OPS and introducing provisions regarding Air Operator Authorisation (AOA).
07	13 December 2022	Paragraph 4.1.1	Adding new requirement of WPS registration
08	16 February 2024		Adding new provisions aiming to simplify processes

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1. PURPOSE

This Acceptable Means of Compliance (AMC) provides guidance to those operators or individuals, who propose to apply for approval to conduct commercial and non-commercial air operations. An operator of an aircraft based in the UAE must have an authority to operate under Civil Aviation Law Article 6, regardless of the category of operation.

Prior to commencing commercial air transport operations (CAT) and Balloon Operations, an operator shall apply for and obtain an air operator certificate (AOC) and an operations specifications in accordance with point ORO.AOC.100 Application for an air operator certificate of CAR-AIR OPS.

Prior to commencing declared operations, specialised operations (SPO), Non-commercial operations with complex motor-powered aircraft (NCC), and non-commercial operations with other-than-complex motor-powered aircraft (NCO), an operator shall apply for and obtain a written authorisation, henceforth referred to as an air operator authorisation (AOA) and an operations specifications following the declaration in accordance with point AMC1 ORO.DEC.100(a).G Declaration and AMC1 NCO.GEN.102(a).G Declaration.

The AOC or AOA application process is conducted electronically (e-Services) and presented in a graphical format as explained in Appendix 1 to this AMC.

The procedures detailed in this AMC enable operators to determine their capability of meeting the General Civil Aviation Authority's (GCAA)'s requirements.

Operators wishing to vary their AOC/AOA with a different type of aircraft or operation should follow the same general process. The certification/authorisation phase is applicable also for AOC/AOA renewal. The application for issuance, renewal or amendment is via e-Services.

Prior to commencing a High Risk Commercial Specialised Operations (HRCSPO) as defined in Article 2 of Part-CR of CAR-AIR OPS, a commercial specialised operator shall apply for and obtain an Authorization in accordance with point ORO.SPO.110 (Refer to Appendix 5).

Note: The term AOA when used is also applicable to operators holding a certificate authorising them to conduct private operations (POC).

Any enquiries regarding the content of this publication should be addressed to:
Flight Operations Department, e-mail fops@gcaa.gov.ae

2. REFERENCES

(a) UAE Civil Aviation Regulations:

(1) CAR-BR

(2) CAR-AIR OPS

(3) CAR BOP

(4) CAR II - LICENSING AND TRAINING ORGANISATION REGULATIONS

(5) CAR V - AIRWORTHINESS REGULATIONS

(6) CAR VI - DANGEROUS GOODS REGULATIONS

(7) AMC-05 - RVSM OPERATIONAL APPROVAL - ISSUE 05

(8) AMC-06 - MNPS - ISSUE 02

(9) AMC 11 – MANNED BALLOONING

(10) AMC-18 - ELECTRONIC FLIGHT BAG - ISSUE 01

(11) AMC-21 - ETOPS - ISSUE 01

(12) AMC-22 - INCIDENT REPORTING - ISSUE 06

(13) AMC-23 - CABIN CREW PROCEDURES - ISSUE 01

(14) AMC-46 - GROUND OPERATIONS - ISSUE 03

(15) AMC-57 - VOLUNTARY REPORTING SYSTEM (VORSY) - ISSUE 01

(16) AMC-63 - ACCEPTANCE OF ARABIC TRANSLATION OF ENGLISH PLACARDS - ISSUE 01

(17) AMC-66 - APPROVAL-ACCEPTANCE OF CHANGES AND REPAIRS - ISSUE 01

(18) AMC-69 - UAE RADIOTELEPHONY STANDARDS - ISSUE 02

(b) International Civil Aviation Organisation (ICAO):

(1) ICAO Doc 8335-AN/879, Manual of Procedures for Operations Inspection, Certification and Continued Surveillance.

(2) ICAO Doc 9376, Preparation of an Operations Manual.

3. POLICY

(a) The initial issue of an AOC or AOA in respect of an operator must be approved by the Director General of the General Civil Aviation Authority.

(b) The operator must be considered a UAE corporate body; that is a UAE national company, which has aviation activities stated in the “articles of association” as approved by an Emirate Economic Department.

(c) An operator is permitted to establish itself in any UAE Free Trade Zone; however, the sponsorship and trade license issued by the chosen Free Trade Zone will be considered equivalent and acceptable.

(d) The trade license issued by the relevant Emirates does not necessitate local partnership(s), allowing majority shareholding by foreigners. The trade license or the company charter/articles must clearly outline the precise distribution of shares among all shareholders.

(e) Aviation activities should be precisely delineated in accordance with CAR-AIR OPS, and the specific operations to be authorized are elucidated during the pre-application meeting. In the case of scheduled Commercial Air Transport (CAT), the initial application for Air Transport operations must include a minimum of one aircraft, all registered in the UAE, each meeting the compliance requirements outlined in CAR-RCA.

(f) Unless specifically authorized by the GCAA, former Soviet Union or Commonwealth of Independent States aircraft without an acceptable - Type Certificate accepted by the GCAA (refer to CAR-21) shall not be permitted to operate under a UAE Air Operator Certificate.

(g) All airworthiness and flight operational managerial appointments, manuals, documents and facilities must be accepted/approved by the GCAA. Foreign facilities require specific inspection and approval by the GCAA.

(h) All inspections and processing will be conducted at no cost to the GCAA.

(i) All foreign licences must be validated or render valid with appropriate UAE licence prior to operating a UAE registered aircraft.

(j) All applicants for AOC or AOA initial and renewal must undergo a financial fitness/competence by the relevant Department of Civil Aviation (DCA). In the event the relevant DCA is unable to do so, the GCAA will conduct the assessment.

(k) A separate approval to operate must be obtained from the applicable Emirate's Department of Civil Aviation/Department of Transport from the intended aerodrome of that Emirate. The approval by the respective DCA should not be limited to a no objection statement and can be in a form of a recommendation statement.

(l) All Emirate and other required approvals including security clearance should be obtained prior to processing an application with the GCAA.

(m) All turbine-powered aircraft above 10 000 kg MCTOM, and helicopters above 5 000 kg MCTOM require simulator training devices (if available). The GCAA may accept equivalent training on real aircraft.

(n) Ownership of the aircraft must be legally established for inclusion on the Certificate of Registration as per CAR V – Chapter 1.

(o) Unless specifically authorized by the GCAA, a foreign registered aircraft operated under the provisions of a UAE Air Operator Certificate, which is not entered on the UAE aircraft registry after the one year exemption period shall be removed from the Operations Specifications.

(p) Unless specifically authorized by the GCAA, an operator which has a foreign registered aircraft in their Operations Specifications shall not be permitted to add any other foreign registered aircraft to their Operations Specifications unless there is at least an equal number of that operator's aircraft on the UAE aircraft registry.

(q) Unless specifically authorized by the GCAA, holders of a UAE Air Operator Certificate/Authorization should not permit the use of their organization's call-sign or ICAO designated code by any other operator or organization (AMC-47 refers).

(r) Maintenance organizations or Continuing Airworthiness Management organizations intended for use by the applicant or AOC/AOA holder shall be certified by the GCAA as prescribed by CAR V – Chapter 3 and Chapter 4.

(s) Operators for an AOC/AOA, shall allow the GCAA to examine all safety aspects of the proposed organization as laid down in Civil Aviation Regulation including CAR IV and CAR V. This examination should also include surveillance on the operator to ensure continued operating competence.

(t) Unless agreed upon, applicant for an initial AOC or AOA must complete the entire process within 24 months. Failure to meet the deadline entails restarting the process all over again. Additionally, the GCAA will deny initial issuance of an AOC or AOA if the application process is inactive or not progressing for more than 6 months.

(u) AOCs or AOAs issued are non-transferable. However, the GCAA recognizes that in some cases the holding entity may be acquired by another person/investor/entity either partially or fully. In this case, the GCAA may accept the change based on the following conditions:

(1) Notification in writing prior to the change by the AOC or AOA holder;

(2) Application by the transferee to the GCAA providing details on the shares, owners, sponsors and organization structure;

(3) Meeting the requirements set out in this document;

(4) Obtaining new security clearance; and

(5) The organization may be required to undergo a complete or partial certification requirements.

(v) Special cases:

(1) Inactive, revoked, or lapsed AOC or AOA would require a full certification when reinstatement is required; and

(2) Any AOC or AOA which is inactive or suspended or lapsed for more than 90 days will be revoked, except in the case of a voluntary suspension by the operator itself which can be extended for another 90 days before the AOC or AOA is revoked.

(3) An AOC or AOA will be revoked if its validity has lapsed for more than 90 days without initiating any application for renewal acceptable to the GCAA.

(w) AOC or AOA fee refund policy:

The GCAA will refund the available balance from the amount deposited prescribed by points 4.1.3(e) and 5(d) after deduction of an amount of AED 50,000:

(1) if the GCAA denies the initial issuance or renewal of an AOC/AOA, the applicant withdraws its application for initial issuance or renewal of AOC/AOA, or the applicant fails to complete the entire AOC/AOA approval process within 18 months as mentioned in point (t) above; and

(2) required for the initial issuance of the AOC/AOA and every subsequent anniversary of the AOC/AOA unless revoked or surrendered before the date of anniversary.

4. INITIAL ISSUE OF AOC/AOA

The initial issue of an AOC or AOA to an applicant takes place in five AOC certification phases (Appendix 1 refers):

(a) Pre-application;

(b) Formal application;

(c) Document evaluation;

(d) Operational demonstration and inspection; and

(e) Certification/Authorization

4.1. PRE-APPLICATION PHASE

4.1.1. General

(Applicable for all applications).

During the pre-application phase, the applicant meets with GCAA and discusses generally its initial plans and the viability of different proposals. It is essential that the applicant has, in this pre-application phase, a clear understanding of the form, content and documents required for the formal application.

The purpose of the pre-application meeting is to confirm the information provided in the pre-application statement to determine whether the applicant has sufficient knowledge of the appropriate regulations and requirements and to confirm, for the applicant, the expectations of the GCAA.

The pre-application meeting will take place prior to the online formal AOC/AOA application. The applicant should contact the GCAA through e-mail fops@gcaa.gov.ae

The pre-application meeting will be attended by the GCAA inspectors from Flight Operations, Airworthiness, Licensing, AVSEC and Dangerous Goods (as required). This meeting will be held at the GCAA Dubai office or other location if agreed upon. Except for NCO and operators exclusively engaged in non-commercial specialized operations with complex motor-powered aircraft, at least one nominated person, either the flight operations nominee or Compliance Monitoring Manager/Focal, be "in principle" accepted prior to the commencement of this phase.

During this phase, it is also important that the applicant understands the approximate period of time that will be required to conduct the certification process, subsequent to the receipt of a complete and formal application. This element is of particular importance so that the applicant may avoid undue financial expenditure during the certification period, in particular when the applicant has little or no operating experience leading the GCAA to conduct a sufficient period of operational proving, including proving flight operations, to judge the organization's operating competency.

The applicant needs guaranteed access to sufficient financial resources to obtain all the required equipment, facilities and manpower and to fully support operations in the early stages when revenues are difficult to predict and may, in any case, be very low. Marginal or severely limited resources frequently result in an adverse effect on safety and efficiency; experience indicates that operators tend to take short cuts on such vital matters as required maintenance, acquisition of adequate spare parts, training of personnel and other similar matters with safety implications.

The GCAA will provide the applicant with the following information:

(a) Application procedures including applicable forms;

(b) Documents required;

(c) General operating and airworthiness advice;

(d) Approval requirements from other authorities;

(e) Regulatory feasibility;

(f) GCAA fees and payment conditions; and

(g) E-Services, Q-Pulse and ROSI systems.

Note: Security clearance is part of the AOC/AOA process but the application is conducted by another mean, available in the GCAA online services.

Air Transport category operators are required to register into the Wages Protection System (WPS) in accordance with Safety Decision 2022-09 & GCAA management requirement.

4.1.2. Pre-application Statement of Intent and documentation

The pre-application statement of intent and documentations should be addressed to the Director General of the GCAA. It should be in the form of a letter from the owner and/or sponsor and should contain the following as applicable:

(a) Type of operation;

(b) Type(s) of aircraft;

(c) Area(s) of operation;

(d) Route structure and traffic potential;

(e) Nature of aircraft and/or simulator training programme;

(f) Location of main base and other facilities;

(g) Management organization structure and qualifications of the accountable manager (AM), nominated persons for flight operations, crew training, ground operations, aviation security, compliance monitoring (quality assurance), safety management system (SMS) and the continuing airworthiness, if available. Names of the nominated persons must be submitted via the e-Services system prior to the formal meeting;

(h) Proposed company trading name and corporate body sponsor;

(i) Approximate date of commencement; and

(j) A statement certifying that the owner, Accountable Manager and all the nominated persons do not have record of arrests, convictions or incarcerations and free from liens, civil suits, civil judgement and bankruptcy.

Note 1: The application cannot be processed further until and unless the Director General gives his approval to proceed and he finds the proposed operation is in the national interest.

Note 2: The statement of intent should be addressed to the Director General and submitted via e-Services together with other documents listed below and those listed in the service card.

4.1.3. Documentation

(a) Duly filled application form GTF-AOC-001, Appendix I to Part-ORO and GTF-SOS-001, as applicable;

(b) Aircraft Ownership details (power of attorney, etc.) if available at this point in time;

(c) Description and structure of organization (can be part of letter of intent);

(d) Trade licence by Emirate Economic Department. Licence issued by the UAE Free Trade Zone is not accepted;

(e) Payment slip(s) of the deposit in GCAA account of AED 200,000 if the applicant intends to operate aircraft with MTOM of 5 700 kg and below, otherwise AED 500,000 (i.e. at least one of the aircrafts has a MTOM above 5 700 kg). This amount is to be used to settle down the AED 50,000 fee to be paid at the time of initial issuance of the AOC or AOA and at subsequent anniversary dates of the AOC or AOA;

(f) Financial information, economic viability and financial fitness assessment (for applicants for an AOC engaged in Commercial Air Transport operations only);

(1) The following documents, when applicable, are required;

(2) Audited Financial Statements;

(3) Financial performance i.e. their Profit and Loss Statement and Balance sheet;

(4) An approved budget copy (not the whole document) giving their Profit and Loss Statement, Balance Sheet and Cash Flow Statement;

(5) List of banks and the type of facility and limit available;

(6) List and values of assets and liabilities; and

(7) All other pertinent financial information such as proposed arrangements for the purchase or lease of aircraft and major equipment.

(g) Insurance Certificate/policy;

(h) Approval by the Department of Civil Aviation/Department of Transport, in a form of a recommendation, to operate at the relevant airport;

(i) Passport copy of owner(s);

(j) Photograph of owner(s);

(k) Schedule of events;

(l) Mass and Balance System.

(m) Third Party Contract or equivalent like MoU – Flight Planning, Training, etc.; and

(n) A decree issued by the relevant UAE Emirates if application for AOC involves designated air carrier intending to conduct scheduled operations.

Note: For an operator based in Abu Dhabi, the applicant must additionally obtain financial fitness certificate from Abu Dhabi Transport Authority. A “no objection” letter from Abu Dhabi Transport Authority can be accepted in lieu of the financial fitness certificate if it is demonstrated to the GCAA that it includes financial fitness assessment.

4.1.4. Preliminary assessment

The more thoroughly the applicant's competence is established at this stage, the less likelihood there will be of having serious problems in the document evaluation and the demonstration and inspection phases preceding certification or during the course of subsequent operations. Analysis of the pre-application assessment will indicate either that it is acceptable on a preliminary basis or that it is unacceptable. If in the latter case

the deficiencies are such that they can be rectified, the applicant may be given a reasonable opportunity to resubmit its pre-application; otherwise, the applicant will be advised to withdraw the intent to apply for an AOC or AOA.

If the GCAA does not consent to proceed further with the application, it will notify the applicant, in writing, of its reasons no later than 30 days after making the preliminary assessment.

If the application is acceptable to the GCAA based on the preliminary assessment, the applicant will be authorized to proceed with preparations for the commencement of operations on the basis that an AOC or AOA will be issued subject to satisfactory completion of the remainder of the certification procedure.

4.2. FORMAL APPLICATION PHASE

4.2.1. General

The formal application phase commences when the applicant lodges a formal application in accordance with ORO.AOC.100, ORO.DEC.100, ORO.SPO.100 or NCO.GEN.102.G for an AOC or AOA.

The application for the initial issue of an AOC/AOA should be submitted at least 90 days before the intended start date of operation. The operations manual may be submitted later, but in any case, not later than 60 days before the intended start date of operation.

Note: The application for the amendment of an AOC/AOA should be submitted at least 30 days before the date of the intended changes.

The submission of a formal application means that the applicant is aware of the regulations and rules applicable to the proposed operation and it is prepared to show the method of compliance and prepared for an in-depth evaluation, demonstration and inspection related to the required manuals, training programmes, operational and maintenance facilities, aircraft, support equipment, record keeping, dangerous goods programme, security programme, flight crew and key management personnel, including the functioning of the administrative and operational organization.

Formal application is associated with a meeting attended by the proposed accountable manager, nominated persons, as applicable, and key personnel from both the applicant and the GCAA.

The formal meeting will include the following, as applicable, when:

(a) operations and airworthiness manuals will be submitted through Q-Pulse system, along with compliance statement form FOF-OMA-001 (aeroplane) or FOF-OMA-005 (helicopter).

(b) nominated personnel application via e-Services will be submitted;

(c) special operations application via e-Services will be submitted;

(d) instructor and examiner application via e-Services will be submitted;

(e) aircraft, facility and services information will be submitted; and

(f) operator will subscribe to e-publication and as per other requirements specified by CAR III – Chapter 9.

During the meeting, the GCAA will advise the operator of the nominated principal inspectors. GCAA Inspectors are available to meet with the operator's technical management and representatives to develop an action plan, and to ensure the application proceeds in a timely and coherent manner.

The formal application meeting should confirm that the management background information satisfies regulatory requirements; it should address any errors or omissions

in the application package, resolve any scheduling date conflicts and agree on a process for revising event dates, reinforce the communication and working relationships between the GCAA and applicant personnel and, finally, determine the acceptability of the formal application package.

It should be understood by the applicant that acceptance of the formal application package by the GCAA does not constitute acceptance or approval of any of the attachments which will be subjected to later in-depth review. The identification of significant discrepancies during the in-depth review may require further meetings between appropriate members of the GCAA and the applicant's personnel.

4.2.2. Formal Application's Documentation

The following items, as applicable, will be reviewed during the formal meeting:

(a) On-line application for Accountable Manager, nominated persons and other managerial personnel such as Safety Manager/Focal, Cabin Crew focal and Dangerous Goods Post Holder;

(b) Evidence of continued amendment services of manuals;

(c) Evidence of latest manual revision;

(d) Mass and balance system- aircraft weighing report, trim sheet, etc.;

(e) Notification of non-compliance or waiver;

(f) Application of PBN;

(g) Application of RVSM as per AMC-05;

(h) Application of MNPS as per AMC-06;

(i) Application of other Specific Approvals;

(j) Application of CAMO, AMO, ATO and Simulator approval as per CAR V and CAR II, if applicable; and

(k) Application for three letter ICAO Designation and Radio Telephony Call Sign for operator who intends to conduct international commercial operations.

4.2.3. Schedule of Events

The Schedule of Events is a list of items, activities, aircraft, and/or facility acquisitions which the applicant, as applicable, must accomplish or make ready, and the dates on which they will be ready for GCAA inspection. The list should include, but is not limited to, the following and the dates at which they will take place:

(a) Flight crew and cabin crew members' training;

(b) Maintenance personnel training;

(c) When all facilities will be ready for GCAA inspection;

(d) When CAMO, AMO, ATO, flight simulator and aircraft will be ready for inspection;

(e) C of R, C of A and other certificates requirement;

(f) Emergency evacuation and ditching demonstrations;

(g) Ground handling staff, dispatcher training;

(h) Dangerous Goods Training (ref. CAR VI, Chapter 2, Section 4);

(i) Aviation Security Training;

(j) GCAA Inspector aircraft type training if it is first of type or no inspector is rated on type (if required);

(k) When proving flight(s) will begin;

(l) When proposed operations will begin;

(m) When each of the required manuals will be ready for evaluation;

(n) If and when emergency evacuation demonstrations and ditching demonstrations are planned; and

(o) The dates of proposed assessments of training staff and other persons subject to GCAA approval. The dates should be logical in sequence and provide time for GCAA review, inspection and approval of each item.

The overall plan is to be kept under constant review by the applicant to maintain control of the certification/authorisation process.

4.2.4. Operations Manual

Operators subjected to the scope of Part-ORO shall fulfil the requirements of ORO.MLR.100. Following are the manuals and procedures required for submission during the formal meeting:

(a) Part A: General/Basic;

(b) Part B: Aircraft Operating Matters;

(c) Part C:

(1) CAT Operations: Route/role/area and aerodrome/operating site instructions and information;

(2) Non-Commercial Specialized Operations With Complex Motor-Powered Aircraft and Commercial Specialized Operations: Tasks and operating areas instructions and information;

(d) Part D: Training;

(e) Maintenance Organization Exposition and Continuing Airworthiness Maintenance Exposition, if applicable;

(f) Dangerous Goods Procedures (relevant parts to be incorporated in Operations Manual (CAR VI refers);

(g) Flight crew and cabin crew Standard and Emergency Operating Procedures Manual;

(h) MEL;

(i) Operators Security Programme (may be incorporated in Operations Manual dependent upon aircraft inventory);

(j) Ground Operations;

(k) Dispatch Manual;

(l) Dangerous Goods Emergency Response Guide;

(m) Emergency Response Plan/Guide; and

(n) SMS manual.

The above manuals are to be submitted through the Q-Pulse system. Information must be presented in a clear and unambiguous English text and/or graphics in a format that allows highlights and comments to be made.

Content of the manuals is subject to the GCAA assessment and the elements/subjects that require specific approvals by the GCAA are found in CAR-AIR OPS.

ORO.MLR.100 and the accompanying AMCs and GMs and ORO.MLR.101 prescribe the main structure of the Operations Manual and contain a comprehensive detailed and structured list of all items to be covered.

To facilitate comparability and usability of the Operations Manuals by personnel, applicant should not deviate from the numbering system used. If there are sections which, because of the nature of the operations, do not apply, the applicant still maintains the numbering system and inserts “Not applicable”.

The contents of the operations manual may not be varied without the GCAA’s consent. At the operator's discretion, additional material may be included for information and guidance and such additional material will not require approval.

A copy of the relevant part of the Operations Manual shall be available to each operating crew member employed by the operator and a full electronic copy to be provided to, and retained by, the GCAA. Electronic copy of the Operations Manual, easily accessible to the crew members, is also acceptable, provided, the operator takes the responsibility to ensure that crew members are equipped with personal computer, lap top or other electronic mean for access if accepted by the GCAA.

Any manual rejection entails applicant to observe at least a 90-day prohibition for resubmission. In the event of a rejection, the GCAA may impose the rewriting of the manual to be performed by an acceptable person or a consultancy firm.

A. Flight Safety Documents System

All documents should be organised according to criteria that are essential to provide easy access to information required for flight and ground operations contained in the various operational documents comprising the system, as well as to manage the distribution and revision of operational documents. This system, which is part of ICAO Annex 6, is known as Flight Safety Documents System.

Information contained in a flight safety documents system should be grouped according to the importance and use of the information as follows:

(a) time critical information e.g. information that can jeopardize the safety of the operation if not immediately available;

(b) time sensitive information e.g. information that can affect the level of safety or delay the operation if not available in a short time period;

(c) frequently used information;

(d) reference information, e.g. information that is required for the operation but does not fall under (b) and (c) above; and

(e) information that is grouped based on the phase of operation in which it is used.

Time critical information should be placed early and prominently in the flight safety documents system.

Time critical information, time sensitive information, and frequently used information should be placed in cards, and quick reference guide.

B. Compliance Statement

The Compliance Statement refers to operations manual material referenced to the CAR-AIR OPS applicable to the type of operation the applicant is proposing, and other applicable reference.

The applicant must provide a brief, narrative description or a reference to a specific section of the applicant's manual or other document which describes how each applicable regulation will be complied with. This compliance statement must be

signed by the appropriate accountable manager using form FOF-OMA-001 (aeroplane) or FOF-OMA-005 (helicopter).

The method of compliance may not be finalized at the time of the formal application, in which case a date should be given by which the final information will be provided. The purpose of the statement of compliance is to ensure that the applicant has addressed all regulatory requirements. It aids the GCAA to assess where the regulatory requirements have been addressed in the applicant's manuals, programmes and procedures.

4.2.5. Management/Nominated Personnel Qualification Resumes

A. General

The Management system and the personnel of operators covered under the scope of Part-ORO shall be subjected to the requirements as stated in:

(a) ORO.GEN.200

(b) ORO.GEN.210

(c) ORO.AOC.135

(d) ORO.SPO.100

The application for nominated personnel including Accountable Manager (AM) are via the e-Services. The application form GTF-NPA-001 is to be completed and should include a brief resume containing information on the individual qualifications, certificates, ratings, and experience.

Operators are advised that a lack of technical management appointments during the application process will delay the process. The GCAA will assess the applicants' qualifications and experience as well as their managerial ability. A knowledge test in the form of an interview and/or written test may be conducted before the AM and nominated personnel are accepted.

The AM and nominated personnel are initially approved for 3 months and renewable for a maximum of another 3 months. If the AM or any of the nominated personnel does not meet expectations during any of these 2 periods, his/her acceptance will be revoked. The AM and nominated personnel are required to attend a GCAA arranged Post Holder Training course during the first three months.

B. Expected Qualifications and Level of Experience.

The qualifications and level of experience of nominated personnel and key operational staff will vary according to the scope and size of the proposed operations. Key operational staff shall have an understanding of Human Factors and Human Performance limitation besides any other requirements set by the relevant rule.

4.2.6. Aircraft, Facilities, and Services

A. General

This attachment should provide evidence that the applicant will have available aircraft, facilities and support services to conduct the type of operation proposed as well as airports suitability. The evidence may be in the form of proof of purchase, formal contracts, or lease agreements. If formal purchase, lease, or contract agreements have not been completed, letters showing agreement between the contracting parties will suffice until formal contracts or agreements are available. Aircraft ownership details must be authenticated (power of attorney). Documents showing details of the insurance of the aircraft, its occupants and third parties are also required.

Documents should also relate to weather reporting, communications facilities, maintenance, aeronautical charts and publications, aerodrome analysis and obstruction data, outsourced training and training facilities.

B. Aircraft Equipment

Aircraft equipment shall meet the applicable CAR-AIR OPS requirements.

4.3. DOCUMENT EVALUATION PHASE

4.3.1. General

The document evaluation phase involves detailed study of the manuals and other documents for their content and compliance. The evaluation will give the GCAA an insight on the applicant's technical fitness for the type of operations proposed by the operator. Applicants are reminded to submit documents, which reflect their actual operation and aircraft; any incomplete or deficient documentation will affect the application completion date.

The set of documents and manuals should be complete and must, satisfy GCAA's requirements before the inspection phase can begin. However, the review of documents and manuals will continue until the certification phase. Indeed, the inspection phase may reveal the need for some operational changes, which in turn requires amendment of those documents and manuals.

The documents and manuals should be presented for consideration not less than 60 days prior to the commencement of the proposed operations to avoid delay.

4.3.2. Compliance Statement

The GCAA will evaluate the compliance statement, the purpose of which is to ensure that the applicant has met all regulatory requirements applicable to the proposed operation. The statement also indicates to the GCAA where the regulatory requirements have been addressed in the applicant's manuals, programmes and procedures. The final compliance statement needs to be completed and accepted by the GCAA prior to the commencement of the flight operations inspection.

4.3.3. Management/Nominated Persons' Qualification Resumes with Aviation Experience

The list should include the management positions, the names of the individuals involved and their qualifications, relevant management experience and their licences, ratings and aviation experience.

4.3.4. Operations Manual

The operations manual is the means by which the applicant intends to control all aspects of the intended operation. The arrangements for the administration and control of the operations manual should have already been evaluated during the cursory review in the formal application phase of the certification process.

Prior to initiating the ground or flight operations phase of the inspection, a detailed review of the operations manual will be completed by the GCAA as applicable. The operations manual should provide, in a clear and concise manner, the necessary policy guidance and instructions to the applicant's personnel on how operations are to be conducted. The operations manual should not contain information that is not relevant to the proposed operations. Thus, at the outset, a determination should be made as to the adequacy of the operations manual. The subsequent ground and flight operational inspections will determine the capability of the applicant's organisation to effectively carry out the policies and instructions set forth in the operations manual.

An adequate operations manual should at least:

(a) implement the applicable regulations including any specified mandatory material and not conflict with the regulations of any other State where operations will be conducted;

(b) provide clear, complete and detailed operating instructions, policies and procedures so that operational staff, i.e. crew members and ground operations, loading, maintenance, operational control and administrative personnel, are fully informed of what is required of them. Through the proper use of this material, it will be expected that such personnel perform their duties to a high degree of precision, thus resulting in safe and efficient operations. Procedures should be effective, represent sound safety philosophy and be capable of being accomplished;

(c) make provisions for revision to ensure that the information contained therein is kept up to date;

(d) present the necessary guidance and instructions to personnel in a suitable and convenient format. It should be ascertained that the applicant has provided the required instructions following the guidance provided regarding the form and content of these documents; and

(e) outline standardized procedures for all crew member functions.

In connection with the detailed review of the operations manual, the GCAA will ascertain that effective procedures have been established by the applicant for the revision, distribution and use of the operations manual. Each manual should be numbered and issued according to a specific distribution list, and each holder made responsible for its prompt and accurate update. The distribution list should contain all operations personnel and others requiring the information therein for proper performance of their duties. Those parts of the manual required to be carried on board each aircraft should be designed for convenient use and all parts should permit ready and accurate reference.

A. Safety management system (SMS) manual

An SMS manual is required and documents all aspects of the SMS, including:

(a) the statement of safety policy and objectives, which clearly describes the safety accountabilities and emergency response planning;

(b) the safety risk management, which includes hazard identification processes and risk assessment and mitigation processes;

(c) the safety assurance, including safety performance monitoring with an investigation capability; and

(d) safety promotion and training.

B. Minimum equipment list (MEL)

When an MEL may be required for the type and model of aircraft to be operated, it shall be in conformity with, or more restrictive than, the master minimum equipment list (MMEL) for the type approved by the State of Design and tailored to the applicant's aircraft and installed equipment (CAR-MEL refers)

C. Configuration deviation list (CDL)

A CDL for each aircraft type and model may be established by the organisation responsible for the type design and approved by the State of Design to provide for the commencement of a flight without specified external parts. The CDL contains any necessary information on associated operating limitations or performance

corrections and should be available to flight crew, maintenance personnel and personnel responsible for operational control. A CDL needs to include instructions for its use.

D. Type-related and Aircraft Flight Manual

Part B of the Operations Manual constitutes aeroplane operating matters (type-related) and Standard Operating Procedures (SOP). Material produced by the operator in Part B of the Operations Manual may be supplemented with or substituted by applicable parts of the Aircraft Flight Manual with the appropriate control/referencing or, where such a document exists, by an Aircraft Operating Manual produced by the manufacturer of the Aircraft.

In the case of performance class B aeroplanes, it is acceptable that a "Pilot Operating Handbook" (POH) or equivalent document is used as Part B of the Operations Manual, provided that the POH covers the necessary items.

Part B shall also contain information and instructions relating to:

(a) The identification of the aircraft.

(b) The Standard Operating Procedures and limitations of the aircraft.

(c) The performance and loading of the aircraft.

(d) Emergency and supplementary procedures.

Flight manuals are required to be provided specific to individual aircraft. Arrangements for the administration, control and amendment of copies of the flight manuals should be examined together with the means for providing aircraft performance and limitations information to the flight crew.

Aircraft operating manuals for each type of aircraft to be operated are required to contain normal, abnormal and emergency procedures, details of the aircraft systems and the checklists to be used.

They should also cover aircraft performance and operating limitations as stated in Part CAT, Part SPA, Part NCC, Part NCO and Part SPO.

E. Aircraft loading and handling manual or ground handling manual

This manual contains procedures and limitations for servicing, fuelling, loading and unloading, pre-flight preparation and post-flight securing, applicable to the aircraft type and model. The manual needs to be available to flight crew, maintenance personnel, ground handlers and handling agents.

Refer to AMC-46 for further guidance on this subject.

F. Training manuals for flight crew, cabin crew, operations personnel, ground personnel and maintenance personnel

Training manuals are required for all operational, maintenance and ground personnel. These should cover all aspects of initial and recurrent training and conversion and upgrading training.

Note: Depending on the size and complexity of the operation, the Training Manual may be a standalone document or incorporated in the Operations Manual. Dispatcher training should be part of the Dispatch Manual.

G. Route and aerodrome guide

The Route and Aerodrome instructions and information shall cover relevant items in accordance with Subpart B of Part-CAT, Part NCC, Part NCO and Part SPO as applicable, to ensure that the flight crew and personnel responsible for operational

control have the necessary information for communications, navigation aids, aerodromes/heliports and helidecks, instrument procedures for departure, en-route and arrival for the conduct of the particular operation.

H. Cabin, flight dispatch and ground operations manuals

The Cabin, Flight Dispatch and Ground Operations Manuals can be a standalone document of the Operation Manual If an operator opts to do so, the OM-A, under Chapter 0 - Organisation and Control of Manual, should specify this arrangement. In addition, references to the Cabin, Flight Dispatch and Ground Operations Manuals are to be made in the OM-A relevant parts if those particular parts concern these elements.

I. Dangerous goods regulations manual

All applicants will require a manual containing procedures for the handling of dangerous goods, emergency response to dangerous goods incidents and the training of personnel. The details required will depend upon the intended status of the applicant with respect to the transport of dangerous goods. If a declaration has been made that dangerous goods will be carried as cargo, the applicant will require comprehensive material on the control, loading and carriage of dangerous goods and on response to dangerous goods incidents and emergencies. If it is not intended to transport dangerous goods as cargo, the applicant will still need to cover dangerous items that form part of the normal aircraft equipment, dangerous goods that are permitted to be carried by passengers and dangerous goods that may be carried in the form of company material. In both cases, the operators will require procedures for the handling of dangerous goods, emergency response information and details of the required training appropriate to the level of activity proposed. The Dangerous goods emergency response guide covering emergencies and appropriate response procedures is required for the instruction and guidance of personnel. It is required to be carried as part of on-board aircraft documentation.

J. Passenger briefing cards

For CAT operations, passenger briefing cards need to be provided to supplement oral briefings and be particular to the type and model of aircraft and the specific emergency equipment in use.

K. Aircraft search procedure checklist

The checklist needs to be carried on board and describes the procedures to be followed in searching for a bomb in case of suspected sabotage and for inspecting aircraft for concealed weapons, explosives or other dangerous devices when a well-founded suspicion exists that the aircraft may be the object of an act of unlawful interference. The checklist should be supported by guidance on the appropriate course of action to be taken should a bomb or suspicious object be found and information on the least-risk bomb location specific to the aircraft.

L. Operational control procedures, dispatch and flight following

The manual is required to contain the details of the applicant's operational control procedures and procedures for dispatch and flight following. It should cover procedures for use in emergency situations and all communication procedures.

M. Rules limiting the flight time and flight duty periods and providing adequate rest periods for flight and cabin crew members

These rules are included in the operations manual and need to be in accordance with Part-ORO, Subpart FTL – Flight and duty time limitations and rest requirements. The applicant should state in its scheme the minimum times allocated to pre-flight

preparation and immediate post-flight activities. There should be procedures to take into account duty periods, which include flight duty periods and activities other than flight duties, such as ground school, simulator training, attendance at emergency drill practice, management or office duties, particularly with respect to rest periods and the subsequent commencement of a flight duty period. Responsibility should be clearly defined for issuing instructions and decisions on questions relating to flight time, flight duty periods and rest periods and for processing reports when the pilot-in-command exercises his/her discretionary authority to extend duty or reduce rest periods.

4.3.5. Security programme

A CAT operator should provide the GCAA with the operator's security programme, including security training. The security programme should be adapted to the type and area of operation, as well as to the aircraft operated (CAR VII refers).

4.3.6. Maintenance

This manual sets out the applicant's intentions and procedures with regard to maintaining the airworthiness of the aircraft used, during their operational life. This applies whether or not the applicant also intends to apply for approval as an AMO or intends to contract out maintenance to an AMO (CAR-145 refers).

4.3.7. Continuing Airworthiness Management Exposition.

The Continuing Airworthiness Management Exposition (CAME) is the document that defines the management of continuing airworthiness of operated aircraft (CAR-M refers).

4.3.8. Plans for demonstrations which require evaluation

A. Plan for emergency evacuation demonstration

The applicant needs to have a plan for demonstrating aircraft evacuation. Evacuation demonstrations carried out by the aircraft manufacturer or other operator for the same type and model of aircraft may be taken into account by the GCAA when a decision is made on the actual demonstration required. A description of the emergency equipment installed on the aircraft needs to be attached to the plan.

B. Plan for ditching demonstration

Where over-water flights are included in the proposed operation, the applicant needs to have a plan to demonstrate ditching equipment and the ability to carry out ditching procedures including the preparation of passengers, aircraft and ditching equipment.

4.3.9. Plan for demonstration flights

Where the GCAA has determined that demonstration flights are required, a plan for these demonstration flights should be prepared so that the applicant can demonstrate the ability to operate and maintain aircraft and conduct the type of operation specified. The determination by the GCAA as to whether or not demonstration flights will be required, and if such flights are required, their number and type, will depend on the GCAA's assessment of the capabilities of the operational and maintenance systems established by the applicant.

4.4. OPERATIONAL DEMONSTRATION AND INSPECTION PHASE

4.4.1. General

The inspection phase is the phase in which the physical facilities and equipment proposed for use by the applicant are assessed for suitability. Depending on the complexity and scale of operations, the applicant may be required to demonstrate its ability to comply with regulations and safe operating practices before actual revenue operations can begin.

The demonstrations are to prove that the applicant has an adequate organisation, method of control and supervision of flight operations, training programs that are consistent with the nature and extent of operations specified including ground handling and operations (CAR-AIR OPS and AMC-46 refer), continuing airworthiness management and maintenance arrangement (CAR M refers), security measures (CAR VII refers), and handling of Dangerous Goods (CAR VI Chapter 2 refers).

These demonstrations will include actual performance of activities and/or operations while being observed by inspectors of the certification team. This will also involve on-site evaluations of aircraft maintenance equipment and support facilities, in particular if the applicant requires approval for a special operation such as ETOPS (Part-SPA, Subpart F and AMC-21 refers), LVO (Part-SPA, Subpart E refers) or RVSM (Part-SPA, Subpart D and AMC-05 refers).

The applicant must satisfy the GCAA that sufficient qualified personnel are employed and that such personnel are employed on a full time basis where appropriate. Staff that requires specific authorisation (for example, Type Rating Examiner and Instructor) will be assessed, and proving flights may be conducted.

Amongst other requirements, the applicant shall provide adequate facilities and equipment sufficient to permit the staff to carry out their duties related to the conduct of operations in compliance with regulations and manuals, and in a safety manner.

All observations of unsatisfactory items or conditions during the operational demonstration and inspection phase should be raised as observations only. This should be recorded in the Q-Pulse system along with the corrective action(s) taken.

4.4.2. Ground Inspection

A. General

The purpose of this phase is to ascertain, through on-site inspections, the adequacy and suitability of the applicant's management, staffing, training programme, ground equipment, facilities and procedures to conduct the operations specified in the application, in particular:

(a) status of operations management

(b) conformity with the relevant part of the Operations Manual

(c) qualifications/experience of key individuals

(d) administrative Infrastructure

(e) adequacy of staff (including sufficient number), facilities, equipment and finances

(f) communications with staff

(g) office support

(h) printing and/or distribution facilities

(i) rostering

(j) rights of access by GCAA Inspectors

B. Fixed facilities

(i) Buildings

This inspection should be designed to determine that the buildings to be utilised by the applicant at each base and terminal, including those located in other States, are properly equipped; are adequate for the operation to be conducted. Such an inspection would include administrative staff and operations personnel offices, passenger service areas, cargo storage, and handling buildings.

Inspection on site may be replaced by an assessment of the buildings from the State's aeronautical information publication, charts or diagrams, complemented by documents, describing the facilities and ground handling arrangements, or by a review of existing usage by other operators.

The inspection of Passenger Handling Facilities may consist of the following:

(a) Passenger handling

(1) ticketing;

(2) seat assignment;

(3) security/control;

(4) access to airside;

(5) check of carry-on baggage.

(b) Safety aspects on tarmac

(1) aerobridge/directions to board;

(2) staff in attendance with passengers;

(3) positioning of steps;

(4) protection from jet blast/propellers;

(5) clear of taxying aircraft;

(6) clear of moving vehicles;

(7) night/rain aspects.

The inspection of Training Facilities may consist of the following:

(a) number/size adequate for purpose

(b) student accommodation

(c) blackboards / white board and screens

(d) lighting, heating, cooling and ventilation

(e) training aids - examinations

(f) security of storage

(g) examination rooms

(h) adequate for purpose

(ii) Aerodromes and heliports

The destination and alternate aerodromes or heliports to be utilised in the operation should be inspected to determine their adequacy for operational use. However, this inspection requirement may be waived in those cases where the

GCAA is already familiar with the aerodrome or heliport and its associated facilities and is satisfied that they are adequate for the proposed operation.

In those cases where the proposed operation covers a large part of the world, the GCAA will not assess the adequacy of all the aerodromes or heliports of potential use. The GCAA will consider inspecting only those considered by the applicant to be for major use and should specify that the use of other aerodromes or heliports in the approved area of operations be prohibited without prior approval of the GCAA.

Approval of a particular aerodrome or heliport may be granted without inspection by the GCAA if the operator evaluates the facility as adequate for its operations, using an acceptable documented process, possibly as part of its SMS, and establishes operating minima and appropriate procedures.

Inspections or evaluations should cover at least the following items as applicable:

(a) runways;

(b) clearways;

(c) stopways;

(d) taxiways;

(e) apron and parking areas;

(f) lighting (including approach lighting);

(g) visual and non-visual approach aids;

(h) navigation facilities;

(i) communications services;

(j) ATS;

(k) meteorological services;

(l) aeronautical information services;

(m) aerodrome service equipment (e.g. runway contaminant sweepers, snowploughs);

(n) ground de-icing installations and equipment;

(o) rescue and firefighting equipment and services ;

(p) availability of equipment and handling procedures for fuel and lubricants;

(q) public protection, including security precautions;

(r) obstacles affecting flight operations;

(s) instrument departure, arrival and approach procedures and associated charts; and

(t) Aerodrome/heliport operating minima.

In conjunction with the aerodrome inspection, the GCAA should be satisfied by the ability of the applicant to determine the adequacy of the applicant's procedures for acquiring current aerodrome data and instrument procedure charts and distributing these to all personnel who require such information in their performance of duty.

Note**:** The term heliport when used includes helideck.

4.4.3. Mobile equipment

The mobile equipment to be utilised in the operation should be inspected with primary emphasis on adequacy, suitability and the safety aspects of its use. Such equipment would include fuelling vehicles, ground power units, oxygen and compressed gas servicing equipment, towing tugs, cargo and baggage handling equipment, catering vehicles, sanitary servicing trucks, de-icing equipment, etc.

An evaluation of the mobile equipment and the procedures for its use, performed by an audit organisation, using suitable and recognized evaluation systems, may be acceptable. For example, equipment inspections conducted as part of industry-recognized fuel quality audits, de-icing/anti-icing quality control audits or audits for ground operations may be acceptable to the GCAA.

4.4.4. Organisation of Operational control

A. General

Evaluation of the overall effectiveness of the organisation for operational control should include a thorough analysis of the following factors:

(a) the applicant should establish and maintain a method of control and supervision of flight operations approved by the GCAA. Responsibility for operational control can be delegated only to the pilot-in- command even if the approved method of control and supervision of flight operations requires the use of flight dispatcher personnel.

(b) the operations manual should specify the responsibilities and functions assigned to flight dispatchers. The actual responsibilities assigned are part of the approved method of control and supervision of flight operations.

(c) the responsibilities of a flight dispatcher include the provision of assistance to the pilot-in-command in flight preparation; completion of operational and ATS flight plans; liaison with the air traffic, meteorological and communication services; and the provision to the pilot-in-command during flight of information necessary for the safe and efficient conduct of the flight. Flight dispatchers should also be responsible for monitoring the progress of each flight under their jurisdiction and for advising the pilot-in-command of company requirements for cancellation, re-routing or re-planning, should it not be possible to operate as originally planned. In connection with the foregoing, it should be understood that the pilot-in-command is the person ultimately responsible for the safety of the flight.

(d) In evaluating the structure, responsibilities and performance of the operational control organisation, it should be remembered that:

(1) rapidly improving communications capabilities and advances in weather forecasting and reporting in some areas have brought about a trend towards consolidation and centralization of operational control facilities;

(2) availability of computerized or stored flight plans and fuel load determination and the use of direct pilot/operations control center communications have facilitated the performance of the operational control of flights; and

(3) the pilot-in-command may, in many cases, have more up-to-date information and may be in a better position to evaluate evolving flight conditions than personnel in a distantly located operations control center.

B. Additional considerations

Items such as the type of operation and its geographical scope and size should also be evaluated in relation to the level of support required. The guidelines below are provided to assist the applicant in determining the adequacy of operational control:

(a) Staffing. The applicant should demonstrate that:

(1) the operational control center is staffed with sufficient personnel to competently handle the assigned workload;

(2) the applicant observes the daily duty time limitations prescribed;

(3) the applicant is not using flight dispatchers to perform other functions such as that of clerks and maintenance officers, to the detriment of the primary function; and

(4) the conditions at the operational control center facilities such as space, temperature, lighting, noise level and controlled access are adequate for carrying out dispatch and operational control responsibilities.

(b) Communications. The applicant should demonstrate that:

(1) the communications facilities meet the requirements of the proposed operation;

(2) the procedures to be used to notify flights regarding hazardous conditions relating to aerodromes or navigation aids, etc., are adequate; ;

(3) notices to airmen (NOTAMs) will be made available to flight crew personnel in a timely manner;

(4) emergency communications procedures and facilities are adequate;

(5) flight dispatchers are able to establish rapid and reliable voice communications with the flight crew at the gate;

(6) communications between the operational control center and appropriate ATS facilities are adequate;

(7) air-ground communications and point-to-point circuits used for flight safety messages are adequate and are reasonably free of congestion to ensure rapid and reliable communications throughout the geographical area of operations;

(8) flight dispatchers are familiar with all facets of operations within their geographical areas of responsibility and are properly authorized and qualified in the use of all communications channels required by the approved method of control and supervision of flight operations;

(9) the necessary emphasis is placed on the timely receipt of messages both in the aircraft and at the operational control center or en-route stations; and

(10) facilities for the communication of weather information to en-route stations and to aircraft are adequate.

(c) Meteorology. The applicant should demonstrate that:

(1) if the applicant has established a meteorological department, it will be provided with adequate staff and facilities;

(2) adequate procedures have been established to ensure the availability of weather forecasts and reports needed by the applicant for flight planning purposes;

(3) particular attention is given to the level of knowledge possessed by individual flight dispatchers with respect to meteorology in general and to the weather conditions in the area with which they are concerned;

(4) means are in place whereby the pilots and the flight dispatchers are provided with timely information pertaining to clear air turbulence, thunderstorms, icing conditions and volcanic ash, as well as to the best routes and altitudes for avoiding such occurrences;

(5) particular attention is given to procedures to be employed by operational control for disseminating information pertaining to clear air turbulence, thunderstorms, volcanic ash, icing conditions and other significant weather phenomena;

(6) necessary procedures have been established for providing adequate weather information to the pilot-in-command at en-route stops; and

(7) the adequacy of the procedures to be employed throughout the applicant's system with respect to in-flight meteorological reporting.

(d) Procedures. The applicant should demonstrate that:

(1) particular attention is given to the exercise of responsibility by pilots-in-command and flight dispatchers in their analysis of all factors pertaining to the flight. In this context, the applicant should demonstrate that the flight dispatchers will be able to perform their functions in accordance with the terms of the applicable operating instructions and procedures. It is emphasized again that the flight dispatcher is responsible for assisting the pilot-in-command in the pre-flight planning, and authorization of delay and release of flights, in accordance with the approved method of control and supervision of flight operations;

(2) procedures have been established to ensure that flight dispatchers are adequately trained and informed on important aspects of flight planning such as weather forecasts and reports, fuel requirements, aerodrome limitations, NOTAM, navigation equipment, navigation facilities, ATM procedures and aircraft performance data;

(3) the adequacy of procedures and methods to be used to comply with requirements concerning aircraft performance, i.e. the computation of the mass of the aircraft and the center of gravity location, critical speeds, climb gradients, runway and obstacle clearance limitations;

(4) procedures for the release of a flight are established, which will ensure that the aircraft and its load are in conformity with the relevant flight release documents, e.g. aircraft maintenance release, MEL, CDL, aircraft mass and balance form and manifest; and

(5) the procedures to be used for flight monitoring are adequate and meet the applicable requirements.

(e) Operational and ATS flight plans. The applicant should demonstrate:

(1) the adequacy of the data to be included in the operational flight plans; and

(2) adequate policy with regard to operational flight plans and ATS flight plans to determine compliance with appropriate rules.

(f) Operations and Dispatch center. The applicant should demonstrate:

(1) library appropriate to operation

(2) document amendment status

(3) adequate accommodation and storage facilities

(4) adequate communication and/or distribution facilities

(5) officer in charge - duties/training/qualifications

(g) Crew Scheduling (If applicable). The applicant should demonstrate:

(1) ease of access during scheduled operational hours

(2) practicality of use

(3) coverage of all relevant staff

(4) accuracy

(5) validity and compliance

4.4.5. Flight crew qualifications, licensing and training

The GCAA should determine that the applicant has established procedures and training programmes to ensure that flight crew qualifications meet the requirements of applicable CAR-AIR OPS and those personnel are duly licensed and hold appropriate and valid ratings.

4.4.6. Cabin crew competency and training

The GCAA should also determine that the applicant has established a training programme to ensure that cabin crew members are competent in executing those safety duties and functions to be performed in the event of an emergency including a situation requiring emergency evacuation.

4.4.7. Training programmes

The training programme should be described in detail either in the operations manual or in a training manual which, whilst it will form part of the operations manual, will be issued as a separate manual. Depending on the scope and complexity of the proposed operation, the training programmes required by CAR-AIR OPS, may be carried out under the direct control of the applicant or conducted by other training facilities under contract to the applicant, or a combination thereof. In any event the GCAA will need to carry out a thorough analysis and inspection of all phases of the applicant's ground and flight training programmes. This analysis and inspection should permit a determination as to whether the training methods, syllabi, training aids/devices, training standards, related facilities and record keeping are adequate. The qualifications of ground and flight instructor personnel should be established and their effectiveness evaluated.

Factors to be considered in the assessment and inspection of an applicant’s training programme are:

(a) the completeness of the training syllabus and adequacy of facilities, aids, equipment and related training material. These items should satisfactorily provide for the particular type of training required and be utilised in such a manner as to achieve the desired training standards and objectives. Particular attention should be given to the availability of approved flight simulation training devices appropriate to the flight training syllabus;

(b) the adequacy and effectiveness of audio-visual training systems that use computer-based instructions, slides, videos and/or films for presenting instructions on aircraft systems, aerodrome qualifications and other related subjects;

(c) the existence of provisions to obtain the necessary training material and to instruct personnel whenever new types of operations, new aircraft and/or equipment, or new or revised maintenance methods or procedures are introduced;

(d) the competency of the applicant's instructors, check pilots and training supervisors;

(e) the competency of personnel designated as examiners, to whom the GCAA intends to delegate responsibility for type ratings, instrument ratings and pilot proficiency checks; and

(f) the competency of training and checking personnel of training organisations to which the applicant intends to contract training.

In assessing the scope, quality and effectiveness of the training programme, the GCAA may observe actual training or instruction being given so that it can be determined that:

(a) the applicant adheres to the prescribed syllabus;

(b) the applicant's ground and flight instructors and check pilots are competent; and

(c) training personnel are able to recognize and appropriately deal with weak or unsatisfactory trainees.

During the inspection of the training programme, the applicant's plan for the maintenance of pilot qualifications, for conversion and pilot upgrading, should also be reviewed to ensure that:

(a) the training and associated qualification checks are carried out in a conscientious manner by properly qualified and authorized personnel;

(b) in flight training, no manoeuvre that might result in an accident is prescribed, taking into account the aircraft involved and the experience and qualifications of the pilot in training and also of the instructor or check pilot;

(c) initial and recurrent training and checking is conducted in a systematic manner and in accordance with the training syllabus, without undue reliance upon the individual skill or preferences of the instructor or check pilot; and

(d) simulation of abnormal or emergency situations is not permitted when passengers or cargo are carried.

Note: Hazardous flight manoeuvres required to be performed should be carried out in an approved flight simulation training device rather than in actual flight.

4.4.8. Record keeping

A. General

During the review of records to be maintained by the operator, the following factors should be taken into consideration:

(a) In accordance with CAR-AIR OPS, an applicant should maintain certain records pertaining to the conduct of the operations for a specified period. The primary objective of the inspection of operations and flight records is to ensure that the operator complies with established procedures and appropriate regulations. The procedures for record keeping need to be evaluated as part of the certification inspection process to indicate the manner in which records will be kept and whether or not such recording will be conducted in compliance with relevant regulations.

(b) The review should cover at least the proposals for the maintenance of records for the following as applicable:

(1) flight crew members;

(2) cabin crew members;

(3) flight operations officers/flight dispatchers;

(4) flight and cabin crew member duty periods, flight duty periods, rest periods and, for flight crew members, flight time;

(5) operational flight planning;

(6) operational control; and

(7) finances.

(c) Procedures for record keeping should be examined for:

(1) potential accuracy and care in preparation;

(2) classification and effectiveness of the filing system;

(3) completeness of coverage;

(4) compliance with required recording periods; and

(5) security of access to records and protection from disasters.

B. Flight crew, Cabin crew and flight dispatcher records

An inspection should be conducted prior to the commencement of operations and should include a review of flight, cabin crew and flight dispatcher records to determine that the qualifications of crew members are current, including initial training, and recurrent training, flight time, duty period, flight duty period and rest period limitations. In addition, the proposals should cover the recording of reports when the pilot-in-command uses discretion to extend duty or reduce rest periods.

For instance the flight crew record should consist of:

(a) flight and duty time;

(b) licence and medical validity;

(c) type endorsement validity;

(d) recency;

(e) OPC/LPC;

(f) route and aerodrome competency;

(g) training:

(1) initial;

(2) conversion;

(3) aircraft;

(4) simulator;

(5) emergency procedures;

(6) dangerous goods regulations;

(7) Specific Approvals;

(8) ACAS;

(9) CRM; and

(10) Others as applicable.

C. Operational flight planning records

This part of the inspection should cover the procedures for the keeping of records relating to individual flights to ensure that:

(a) an operational flight plan will be completed and retained;

(b) the operational flight plan provides for all of the information required by the operations manual;

(c) flight preparation forms will be completed and recorded;

(d) oil and fuel records will be kept; and

(e) the following aircraft documents are maintained:

(1) maintenance

(2) fuel consumption

(3) load control

(4) autoland

(5) navigation accuracy log

D. Operational control records

The proposals for operational control system records should be checked to ensure that:

(a) an operational control log will be maintained and that all operational control duties will be adequately documented; and

(b) all flights will be planned and conducted with the active participation of the flight dispatcher on duty in accordance with the procedures laid down in the operations manual, if the approved method of control and supervision of flight operations requires the use of flight dispatcher personnel.

E. Financial records

The procedures for keeping and reviewing financial records are beyond the scope of this document but should be covered by appropriate instructions issued by the GCAA.

F. Fuel computation procedures

The objective of this inspection is to determine whether the applicant's aircraft will be dispatched with adequate fuel loads calculated in accordance with statutory regulations and the policy set forth in the operations manual. To make this determination, the fuel computation policy and sample operational flight plans for flights to be dispatched from different bases on routes and route sectors calling for wide differences in fuel requirements and including sectors on which aircraft fuel capacity is critical, should be examined and the fuel to be carried validated against expected aircraft performance, with appropriate corrections for wind conditions and flight levels en-route.

The fuel policy should consider the additional fuel necessary to proceed to an adequate aerodrome in the event of failure of one engine or loss of pressurization, at the most critical point while en-route, whichever is higher.

G. Aircraft mass and balance procedures

This part of the inspection is to ascertain that aircraft will be safely and correctly loaded in accordance with:

(a) the requirements for the computation of aircraft mass and balance in the operations manual;

(b) regulations restricting mass to meet aircraft performance requirements;

(c) mass and center of gravity limitations as specified in the aircraft flight manual and the operations manual;

(d) limitations on deck and bulkhead loading as specified in the aircraft flight manual and the operations manual; and

(e) limitations in respect of the transport of dangerous goods as specified in the applicable regulation.

The inspection will include verification of:

(a) adequate working facilities;

(b) equipment and documents;

(c) load control system;

(d) trained and approved staff;

(e) communications adequate and effective:

(1) to/from flight planning area;

(2) to/from loaders;

(f) security of items being loaded/unloaded;

(g) cargo restraint devices in use;

(h) carriage of live animals;

(i) dangerous goods requirements understood and in use; and

(j) last minute change procedures.

In addition to the foregoing, the GCAA will examine the system and methods whereby aircraft mass is checked and maintained to ensure that mass fluctuations due to modifications and other causes are fully taken into account and that the mass statement is accurate.

H. Emergency evacuation demonstration

An operator is required to assign to each crew member the necessary functions to be performed in an emergency or in a situation requiring emergency evacuation. The training, which includes instruction in the use of all emergency and life-saving equipment and drills in the emergency evacuation of the aircraft, should be performed as prescribed by CAR-AIR OPS. It is considered that the most effective crew training in this regard would be accomplished by combined training of flight crew and cabin crew. Therefore, the applicant should establish, to the satisfaction of the GCAA, procedures to be followed, assignment of duties, qualifications of crew members and equipment to be used that will permit an emergency evacuation in 90 seconds or less, of the maximum number of persons, including crew members, authorized to be carried on each type of aircraft used in commercial air transport operations.

Unless reliable analytical methods or previous demonstrations by the aircraft manufacturer or other operators of the same type and model of aircraft are available to satisfy the GCAA of the applicant's emergency evacuation capability, the certification inspection should require a demonstration of the adequacy of aircraft emergency procedures, crew member emergency evacuation training and emergency equipment. Specific points to be noted during an evacuation demonstration are:

(a) the adherence by crew members to the execution of assigned duties and responsibilities both in the aircraft and on the ground;

(b) the location of each crew member during the evacuation;

(c) the effectiveness of the pilot-in-command in the exercise of command responsibilities;

(d) the succession of command in the event of casualties;

(e) the effectiveness of crew members in performing their assigned evacuation duties; and

(f) the shortcomings, deficiencies or delays encountered.

In the observation of the demonstration, to assist in the assessment of the evacuation demonstration, the following elements are essential:

(a) time to open each approved exit door;

(b) time to deploy and inflate emergency evacuation slides;

(c) time before the slide receives its first evacuees;

(d) time for first evacuees to leave over-the-wing exits; and

(e) total number of persons evacuating each exit.

If the applicant cannot satisfactorily demonstrate emergency evacuation for each particular type, model and configuration of aircraft within the time limit specified by the GCAA, the applicant should be required to take steps to correct the deficiency which could include the following:

(a) revising evacuation procedures;

(b) improving crew training;

(c) modifying or changing the equipment used;

(d) changing the passenger compartment arrangement; and

(e) reducing total passenger seating capacity.

I. Ditching demonstration

Unless data from reliable analytical methods or from previous demonstrations by the aircraft manufacturer or other operators of the same type and model of aircraft is available to satisfy the GCAA that the applicant's procedures, equipment and training for a ditching situation are adequate, the GCAA should require a simulated ditching demonstration during the operational inspection phase of the certification process for each aircraft type, model and configuration which will be operated on extended flights over water.

The GCAA inspectors will first determine whether the aircraft has an airworthiness certification covering ditching. If the aircraft is not certificated for ditching, extended flights over water should not be authorized.

The following are specific points to be noted and evaluated during a simulated ditching demonstration:

(a) was adequate preparation of the passengers and aircraft for a premeditated ditching conducted?

(b) were there adequate items of emergency equipment, i.e. life rafts, inflatable slides, life jackets, medical kits, first aid kits and emergency locator transmitter (ELT), carried on board in sufficient number?

(c) was emergency equipment properly stowed and could it be readily removed or ejected from the aircraft in the time specified?

(d) were means provided and utilised to prevent emergency equipment from drifting away from survivors?

(e) did slides, life jackets and life rafts inflate fully within acceptable time limits; did the slides deploy properly; and did other emergency equipment function properly?

(f) were the emergency exits to be utilised selected, and could such exits be opened readily?

(g) were emergency procedures and related checklists adequate, and were they properly used by the crew members?

(h) was the crew properly trained?

(i) were crew members familiar with and did they adhere to the timely execution of their assigned duties and responsibilities?

(j) could crew members, using available emergency equipment and following the procedures outlined in the operations manual, facilitate the evacuation of the aircraft under the critical conditions expected during the short period of time the aircraft would remain afloat?

(k) were adequate safety precautions followed by the crew members to prevent possible injury to passengers or themselves?

In the observation of the demonstration, to assist in the assessment of the ditching demonstration, the following elements are essential:

(a) time from start of the simulated ditching demonstration until each exit door or emergency exit to be utilised was opened;

(b) time when each life raft was launched;

(c) time required to inflate each life raft; and

(d) time when life rafts were boarded by all passengers and crew members.

J. Ground inspection deficiencies

Unsatisfactory conditions noted by the GCAA during the ground inspection need to be brought to the attention of the applicant for corrective action. The opportunity should be provided for the applicant to remedy any deficiencies affecting the safety of the operation before the commencement of any flight operations inspection. All discrepancies and items of non-compliance need to be corrected or resolved, with acceptable records of the corrective actions taken being kept, to the satisfaction of the GCAA.

4.4.9. Flight Inspection

A. General

Following the ground phase of the inspection programme prior to certification or authorisation, it may be necessary, particularly in the case of new operators, to carry out a series of inspections in the course of flight. Such inspection flights provide an opportunity for the applicant to demonstrate the ability to carry out the proposed operations in accordance with applicable regulations. Passengers should not be carried during inspection flights prior to certification or authorisation and observer personnel on board the aircraft should be kept to a minimum. However, it is generally

desirable for the applicant to have on board company personnel who can take decisions and make commitments on behalf of the applicant concerning action to correct deficiencies.

All demonstration flights are to be conducted using the methods and procedures proposed by the applicant in the formal application package.

The requirement for proving flights depends on the size and complexity of the operation. The number of flights will be solely at the discretion of the GCAA but must be at least a minimum of 3 of various scenarios. Operators are advised that proving flights may need to be extended to ensure operating competence is achieved in all areas.

B. Planning

The applicant and the GCAA should plan well in advance for the conduct of the flight operations inspection programme. All concerned need to have a clear understanding and agreement as to what needs to be accomplished by the applicant to show compliance with the applicable operating regulations and rules. General objectives for pre-certification inspection flights should include the determination of the adequacy of:

(a) in-flight procedures laid down in the operations manual and compliance with those procedures;

(b) the facilities and equipment provided to the flight crew to conduct the flight safely and in accordance with regulations;

(c) the support provided by the operational control system to the flight crew;

(d) the general provision made for ground handling of the aircraft and assisting the flight crew to carry out their duties at all aerodromes utilised by the applicant along the routes; and

(e) en-route facilities.

C. Pre-flight inspection

The pre-flight procedures followed by the flight crew and the assistance provided by the ground organisation during the pre-flight phase should be observed for compliance with the operations manual. These procedures relate to the following:

(a) meteorological and route briefing, provision of NOTAMs;

(b) filing of the ATS flight plan;

(c) flight planning;

(d) fuel computation;

(e) measures taken by the pilot-in-command concerning the:

(1) airworthiness of the aircraft, including the maintenance release, and use of the MEL and, if available, the CDL;

(2) complement of instruments and equipment required to be on board;

(3) preparation of the operational flight plan;

(4) fuel required and the fuel and oil on board the aircraft;

(5) mass of the aircraft and the center of gravity location;

(6) capability to comply with the aircraft mass and performance limitations, climb gradient and obstacle clearance requirements;

(7) correct calculation of critical speeds (V_1, V_r, V_2, etc.) appropriate to the runway and take-off conditions;

(8) security of the load and its correct distribution;

(9) information concerning dangerous goods;

(10) completion and signing of the operational flight plan and the aircraft mass and balance form;

(11) carriage of the required publications and manuals, e.g. aircraft operating manual, aircraft flight manual, route guide, MEL and CDL, if available, and their correct amendment; and

(12) carriage on board of required documents or appropriate copies of documents, e.g. certificate of registration, certificate of airworthiness, crew licences, aircraft radio station licence, journey log or technical log and noise certification attestation. When commercial air transport operations commence, after issuance of an AOC, this list will include the AOC and its associated operations specifications, and passenger and/or cargo manifests as appropriate.

(f) boarding of all crew including personnel in excess of the minimum crew and their briefing on the location and use of emergency equipment, no smoking signs, use of seat belts, location and use of emergency exits, etc.;

(g) external and internal aircraft inspection by flight crew and cabin inspection by cabin crew;

(h) procedures preparatory for radio and navigation equipment setting, including data entry in flight management avionics, if available;

(i) procedures for inertial equipment initializing and cross-checking;

(j) flight deck preparation and procedures and use of checklists; and

(k) crew coordination.

During the pre-flight, the general aircraft conditions will be verified:

(a) Flight deck equipment (adequate/functional)

(1) GPWS

(2) ACAS II

(3) altitude alert

(4) navigation equipment

(5) communication equipment

(6) fire extinguisher, crash axe, gloves, portable oxygen unit

(7) crew oxygen mask stowage, smoke goggles

(8) accessibility of controls needed in emergency drills

(9) jump seat operation

(10) crew seat adjustments

(b) Cabin Equipment

(1) passenger safety information cards

(2) signs: visibility, ambiguity, exit operation

(3) supplemental oxygen: numbers, locations

(4) fire extinguishers

(5) therapeutic oxygen

(6) first aid

(7) life jackets, flotation cushions

(8) life rafts, emergency locater beacons

(9) public address system

(10) cargo tie downs and restraints

(c) Manuals, checklist and documents

(1) normal and emergency checklists

(2) operations manuals

(3) flight planning and dispatch documents

D. In-flight inspection

(i) Flight Deck

Prior to take-off, the GCAA will observe the following:

(a) procedures preparatory to starting engines;

(b) engine start-up procedures;

(c) proper communication and coordination with the ground crew regarding:

(1) engine start-up procedures;

(2) removal of chocks; and

(3) push back and ground towing, if so required, prior to taxiing.

(d) taxiing and use of aerodrome chart;

(e) use of checklists;

(f) acceptance and recording of air traffic control (ATC) clearance; and

(g) briefing of the flight crew for take-off, departure and initial climb, including use of navigation aids.

During the flight, the GCAA will check the following items:

(a) compliance with rules of the air;

(b) flight crew knowledge of:

(1) aircraft limitations;

(2) aircraft normal and emergency procedures;

(3) aircraft systems and equipment; and

(4) cruise control;

(c) adequacy of flight deck procedures;

(d) crew discipline, coordination and vigilance;

(e) altitude control and procedures for altitude/level change;

(f) the operations manual, including the aircraft operating manual, to confirm that it will meet requirements that may arise during flight;

(g) use of flight deck security procedures;

(h) competence of crew members, including the language proficiency of flight crew members in the language used for radiotelephony communications;

(i) flight crew use of company frequencies and operational control of the flight;

(j) use of en-route and terminal navigation facilities;

(k) pilot knowledge of routes and aerodromes, including departure contingency procedures;

(l) adequacy of weather information and environmental data provided and their use by the flight crew;

(m) use of air/ground communications;

(n) use of navigation procedures and equipment;

(o) use of checklists for each phase of flight;

(p) adherence to ATC clearances and to changes to clearances;

(q) compliance with meteorological reporting procedures and with procedures for reporting hazardous flight conditions;

(r) use and availability of flight documents, whether these are provided electronically or as hard copy. Special notice should be taken of the manner in which the maps and charts contained in the route guide section of the operations manual are used in flight and in the conduct of departure, arrival, approach and missed approach procedures;

(s) adequacy and use of breathing oxygen in flight;

(t) flight crew use of safety harnesses;

(u) use of passenger cabin “no-smoking” and “seat belt” signs;

(v) general compliance with the regulations of the State of the Operator and other States concerned with the operation;

(w) flight crew management of the flight, including human performance, threat and error management and decision-making, and proficiency in the manual and automatic control of the aircraft in all phases of flight;

(x) conduct of flight crew arrival, approach and landing briefing;

(y) adherence to aerodrome/heliport operating minima; and

(z) conduct of approach and landing procedures, after landing procedures, taxi and shut-down procedures and use of appropriate checklists.

(ii) Cabin Compartment

During the in-flight inspection, the GCAA will observe the procedures used by the cabin crew for passenger briefing on:

(a) stowage of carry-on baggage;

(b) observing the “no-smoking” signs;

(c) how and when to use seat belts;

(d) when seat backs are required be in the full upright position;

(e) procedures for donning oxygen masks and restrictions during use of oxygen;

(f) emergency procedures including the location and use of emergency exits;

(g) location and use of life jackets;

(h) restrictions on the use of toilets; and

(i) location and content of passenger emergency briefing cards.

Cabin crew members are provided with, and occupy, for take-off and landing, forward or rearward facing seats equipped with safety harnesses and that such seats are located near floor level and other emergency exits.

Cabin crew may be questioned regarding their familiarity with the location and use of various types of emergency equipment, i.e. life rafts, ELT, emergency medical kits, kit for suspected communicable disease and first aid kits, and with their specific duties in the event of an emergency such as a ditching or an emergency evacuation. This discussion with the cabin crew members provides an opportunity for the GCAA to assess the effectiveness of their training. The performance of cabin crew will be evaluated with regard to their effectiveness in performing their assigned duties and the fulfilment of their responsibilities for requiring passengers to comply with their instructions and the applicable regulations.

(iii) Post-flight inspection

The following should be observed:

(a) use of appropriate after shut-down checklists;

(b) completion by the pilot-in-command of the journey log book or technical log and the reporting of any aircraft unserviceability;

(c) availability and, if necessary, completion of appropriate reports regarding incidents, near misses, bird strikes, lightning strikes, volcanic ash encounters or ingestion and any other unusual occurrences of operational significance;

(d) where a stopover is scheduled for crew rest, the adequacy of the accommodation provided and the actual rest period available; and

(e) where the stop is an intermediate stop, the arrangements made to assist the crew in the preparation for the next stage of the flight.

(iv) Flight inspection deficiencies

Unsatisfactory conditions noted by the GCAA during any part of the flight inspection should be brought to the attention of the applicant for corrective action. The opportunity should be provided for the applicant to remedy any deficiencies affecting the safety of the operation before any further flights are undertaken. All discrepancies and items of non-compliance need to be corrected or resolved, with acceptable records of the corrective actions taken being kept, to the satisfaction of the GCAA.

Some examples of deficiencies requiring corrective action are:

(a) flight crew member not properly trained, e.g. assistance from applicant supervisors or a GCAA inspector required;

(b) flight crew member not familiar with aircraft, systems, procedures or performance;

(c) cabin crew member not properly trained in emergency evacuation procedures or in the use of emergency equipment or not familiar with the location of that equipment;

(d) numerous aircraft deficiencies and/or system malfunctions;

(e) inadequate mass and balance or load control;

(f) unsatisfactory operational control, e.g. improper flight planning and flight release procedures;

(g) unacceptable maintenance procedures or practices; and

(h) improper aircraft servicing and ground handling procedures.

4.5. CERTIFICATION/AUTHORISATION PHASE

The certification/authorisation phase follows the satisfactory completion of all the previous phases. It begins when the GCAA takes the necessary administrative action to issue the AOC/AOA and the associated operations specifications, after assurance that the applicant will comply with the applicable requirements and is fully capable of fulfilling its responsibilities and conducting a safe and efficient operation.

An AOC/AOA will be issued when the economic and financial assessment of the applicant has presented a favourable report. The GCAA will also conduct a financial assessment internally (through the Finance Department) in order to ensure that the operator has the necessary financial resources to conduct its planned operations, including resources for the disruptions that can be reasonably expected in daily operations.

The AOC/AOA shall remain valid for a period of 2 years or as stated on the AOC/AOA subject to:

(a) a fee of AED 50,000 for every year of validity is paid;

(b) the operator remaining in compliance with the Law and applicable relevant regulatory requirements, taking into account the provisions related to the handling of findings as specified during the activities conducted by the GCAA;

(c) the GCAA being granted unrestricted access to the organisation to determine continued compliance with Law and applicable relevant regulatory requirements; and

(d) the AOC/AOA not being surrendered or revoked.

Upon revocation, suspension, or surrender, the service certificate shall be returned to the GCAA without delay.

If the inspection phase is unsatisfactory, the certification phase will not take place until the safety and security deficiencies are rectified.

5. RENEWAL OF AOC/AOA

Unless it is suspended or revoked, an AOC/AOA will only be renewed provided the AOC/AOA holder demonstrates continuous compliance with the applicable regulations.

The application for the renewal of an AOC/AOA must be submitted at least 30 days, or as otherwise agreed, before the end of the existing period of validity.

The application should be via e-Services and is to be accompanied with the following:

(a) A letter of request with duly completed form GTF-AOC-001 and Appendix I to Part-ORO, as applicable;

(b) Duly completed form FOF-OMA-001 or FOF-OMA-005 (Statement of Compliance), as applicable;

(c) Latest certified financial audit report or equivalent to determine the operator's financial health status (for AOC Holder conducting Commercial Air Transport operations only); and

(d) Payment slip of AED 100,000 if the available balance of the amount deposited prescribed by 4.1.3(e) is less than AED 100,000.

6. AMENDMENT TO AOC/AOA OR OPERATIONS SPECIFICATIONS

The application for the amendment of the AOC/AOA or the operations specifications must be submitted at least 30 days, or as otherwise agreed, before the date of intended operation.

An operator, when applicable, shall include the following information in the application for amendment/variation to an AOC/AOA:

(a) The official name and business name (dba: Doing Business As), address, and mailing address;

(b) The proposed operations;

(c) The management organisation;

(d) The name of the accountable manager;

(e) The names of the nominated persons in accordance with ORO.GEN.210 or of a safety manager as defined under AMC1 ORO.GEN.200(a)(1);

(f) The operations manual relevant parts; and

(g) Duly completed form GTF-AOC-001

The amendment to the Operations Specifications issued to operators shall include the following:

(a) Details of the amendment;

(b) The reason for the amendment;

(c) The effective date;

(d) The request for any Approval required as a consequence of the amendment, or for any change required for the approval; and

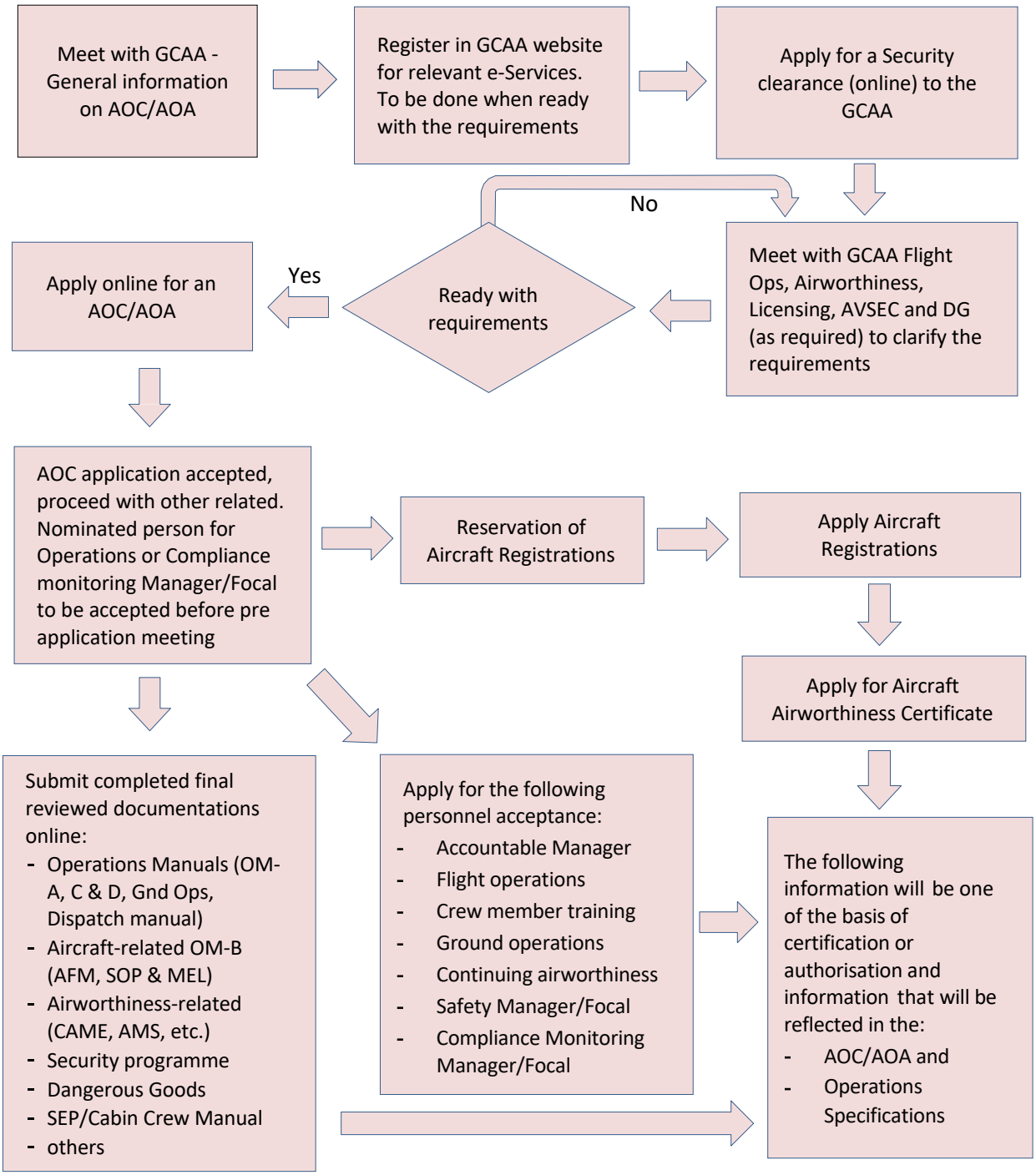
(e) Duly completed form GTF-AOC-001.

Amendment involving major operations like initial approval or authorisation of specific approval may require the applicant to undergo the process as described in the formal documentation and inspection phases prior to its approval/authorisation.

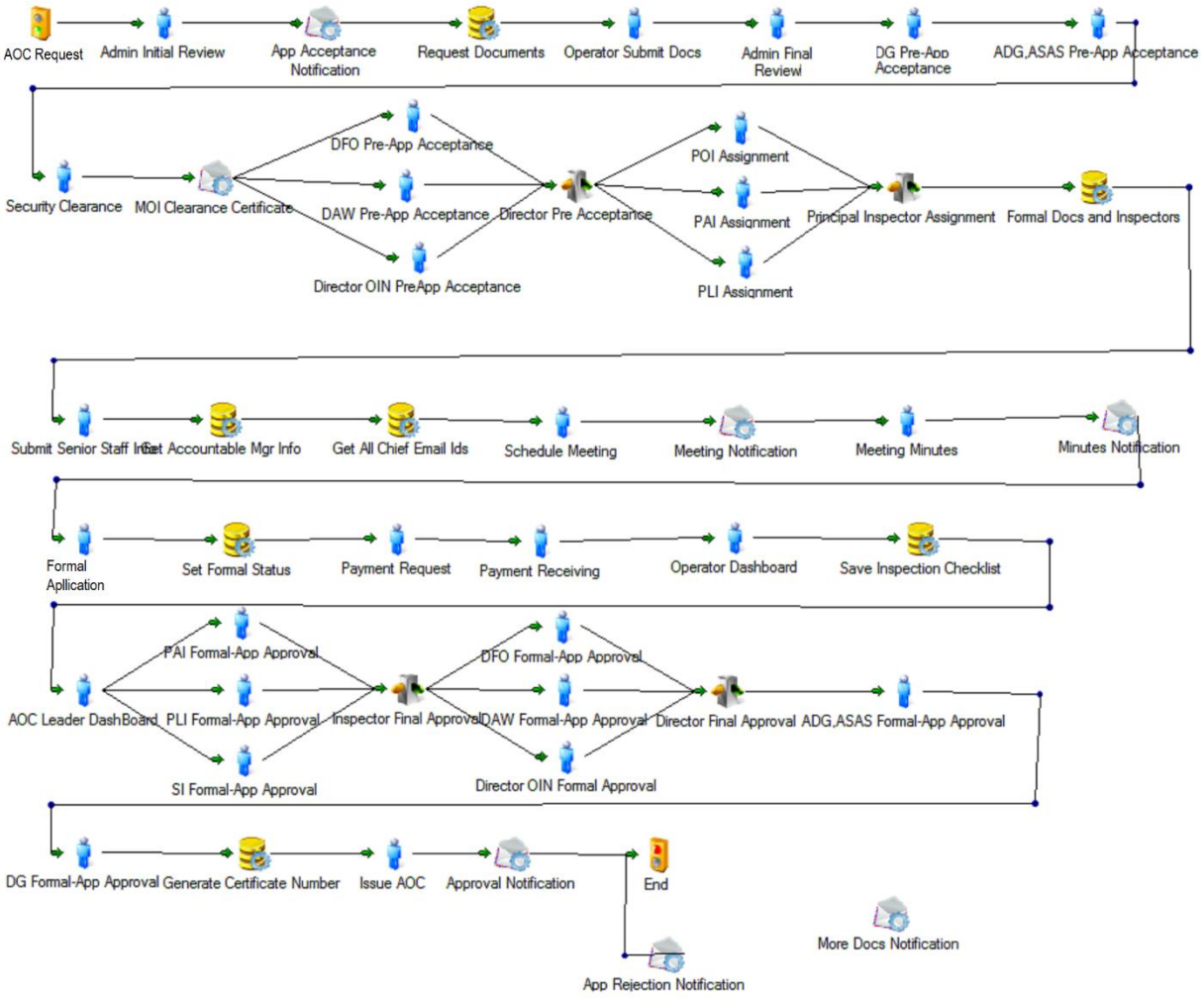
7. APPENDICES TO AMC-08

APPENDIX 1 a. PROCESS FLOW

The AOC/AOA application is done via e-Services system (GCAA website online services) as follows:



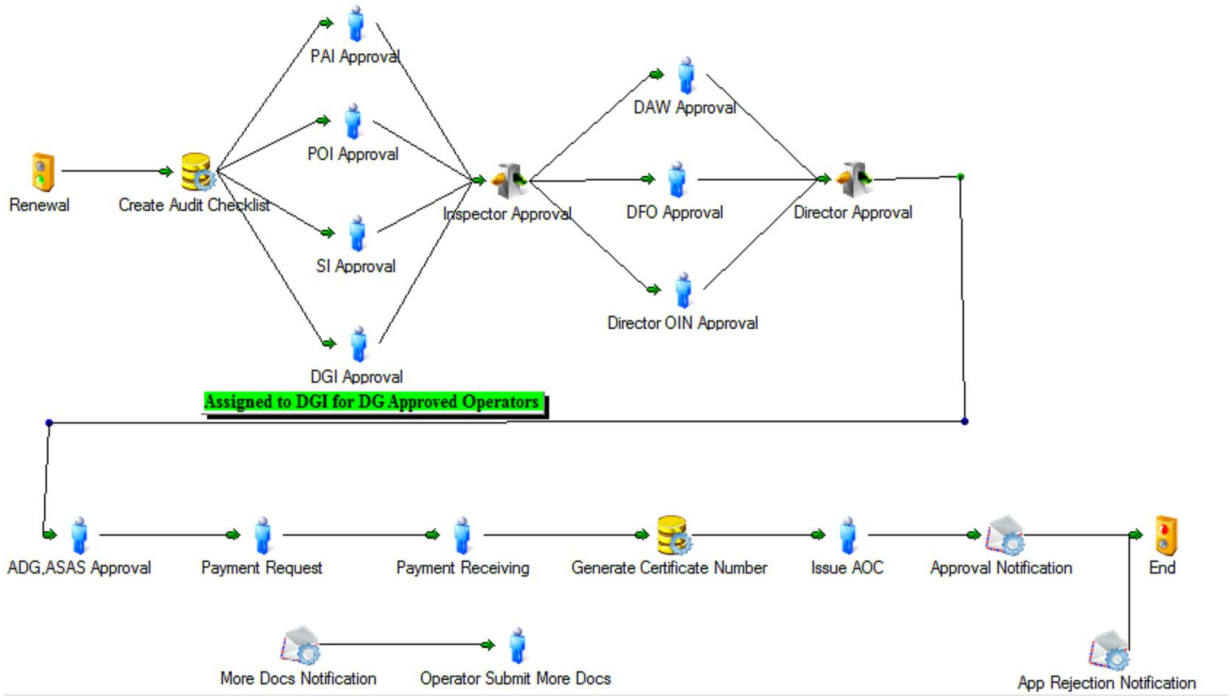
APPENDIX 1 b. e-service flow Initial AOC application



APPENDIX 1 c. e-service flow tabulated steps

No	Description	Assigned to
1	AOC Request	User
2	Admin Initial Review	gcaa-uae.gov/adm
	App Acceptance Notification	Automated notification
	Request Documents	Automated notification
	Operator Submit Docs	Operator
3	Admin Final Review	gcaa-uae.gov/adm
4	DG Pre-App Acceptance	gcaa-uae.gov/dg
5	ADG,ASAS Pre-App Acceptance	gcaa-uae.gov/adg
6	Security Clearance	gcaa-uae.gov/san
	MOI Clearance Certificate	Automated notification
7	DFO Pre-App Acceptance	gcaa-uae.gov/dfo
	DAW Pre-App Acceptance	gcaa-uae.gov/daw
	Director OIN PreApp Acceptance	gcaa-uae.gov/doin
8	POI Assignment	gcaa-uae.gov/poi
	PAI Assignment	gcaa-uae.gov/pai
	PLI Assignment	gcaa-uae.gov/pli
	Formal Docs and Inspectors	Automated notification
	Submit accountable manager & Senior Staff	Operator to apply AM & Post holder
9	Schedule Informal Meeting	gcaa-uae.gov/ poi
	Informal Meeting Notification	Automated notification
	Informal Meeting Minutes	gcaa-uae.gov/ poi
	Informal Minutes Notification	Automated notification
10	Schedule Formal Meeting	gcaa-uae.gov/ poi
	Formal Meeting Notification	Automated notification
	Formal Meeting Minutes	gcaa-uae.gov/ poi
	Formal Minutes Notification	Automated notification
	Formal Application Submission	Operator
	Set Formal Status	Automated notification
11	Payment	gcaa-uae.gov/fin
	Payment Receiving	applicant (for payment)
	Operator Dashboard	Operator
	Save Inspection Checklist	Automated notification
12	AOC Leader DashBoard	gcaa-uae.gov/ poi
13	DFO Formal-App Approval	gcaa-uae.gov/dfo
14	PAI Formal-App Approval	gcaa-uae.gov/pai
	DAW Formal-App Approval	gcaa-uae.gov/daw
15	SI Formal-App Approval	gcaa-uae.gov/daw
	Director OIN Formal Approval	gcaa-uae.gov/doin
16	PLI Formal-App Approval	gcaa-uae.gov/pli
17	ADG,ASAS Formal-App Approval	gcaa-uae.gov/adg
18	DG Formal-App Approval	gcaa-uae.gov/dg
19	Issue AOC	gcaa-uae.gov/poi
	Approval Notification	Automated notification

APPENDIX 1 d. e-service flow AOC renewal application



APPENDIX 2 - AIR OPERATOR CERTIFICATE

الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY

شهادة المشغل الجوي

AIR OPERATOR CERTIFICATE

(Approval schedule for air transport operators)

UNITED ARAB EMIRATES

GENERAL CIVIL AVIATION AUTHORITY

AOC # [1]: Expiry date:	[Operator Name][2] Dba [Trading Name][3] Operator address [5]: Telephone [6]: Fax: E-mail:	Operational points of contact[4]: Contact details, at which operational management can be contacted without undue delay, are listed in ..... [7].

This certificate certifies that ……[8] is authorised to perform commercial air operations as defined in the attached operations specifications, in accordance with the operations manual and UAE Civil Aviation Regulations.

Date of issue[9]:	Name and Signature[10]: Title:

(1) Approval reference, as issued by the competent authority and the expiry date of the AOC (dd Month yyyy).
(2) Replaced by the operator's registered name.
(3) Operator's trading name, if different. Insert "Dba" (for "Doing business as") before the trading name.
(4) The contact details include the telephone and fax numbers, including the country code, and the e-mail address (if available) at which operational management can be contacted without undue delay for issues related to flight operations, airworthiness, flight and cabin crew members' competency, dangerous goods and other matters as appropriate.
(5) Operator's principal place of business address.
(6) Operator's principal place of business telephone and fax details, including the country code. E-mail to be provided if available.
(7) Insertion of the controlled document, carried on board, in which the contact details are listed, with the appropriate paragraph or page reference. E.g.: "Contact details … are listed in the operations manual, gen/basic, chapter 1, 1.1"; or "… are listed in the operations specifications, page 1"; or "… are listed in an attachment to this document".
(8) Operator's registered name.
(9) Issue date of the AOC (dd Month yyyy).
(10) Title, name and signature of the competent authority representative. In addition, an official stamp may be applied on the AOC.

APPENDIX 3 - OPERATIONS SPECIFICATIONS

OPERATIONS SPECIFICATIONS

(Subject to the approved conditions in the operations manual)

UAE GCAA contact details(1) **Phone No:** **Fax No:** **E-mail:**				
AOC/AOA No(2)**:**	**Operator registered name** (3)**:** **Dba [Trading name]** **Name & Signature:**		**Date**(4)**:**	
Aircraft models and registration marks(5)**:** Refer to Sections A and G				
Types of Operation: Refer to Section B	☐ **Passenger**	☐ **Cargo**	☐ **Others**(6)**:** _____	
Area(s) of Operations(7)**:**				
Special Limitations(8)**:**				
SPECIAL AUTHORISATIONS	**Yes**	**No**	**SPECIFICATIONS**(9)	**REMARKS**
Dangerous Goods	☐	☐		
Low Visibility Operations **Approach and Landing** **Take Off** **Operational credit(s)**	☐ ☐	☐ ☐	CAT(10): RVR: m DH: ft. RVR(11): m (12)	Refer to Section C
RVSM(13) N/A ☐	☐	☐		Refer to Section E
ETOPS(14) N/A ☐	☐	☐	Threshold time(15)**:** minutes Maximum diversion time(15)**:** minutes	Refer to Section E
Navigation Specifications for PBN Operations(16)	☐	☐		Refer to Section E
Continuing Airworthiness			(17)	
Others(18)	☐	☐		Refer to Sections F and L

OPERATIONS SPECIFICATIONS

[Operator registered name]

AOC/AOA No: [ ]

		1	2	3	4	5
A	**Authorised Aircraft:** Aircraft make, model and series	A/C TYPE SERIES	A/C TYPE SERIES	A/C TYPE SERIES	A/C TYPE SERIES	A/C TYPE SERIES
B	**Types of Operation**					
1	Passenger					
2	Cargo					
3	Ext Load					
4	EMS					
C	**LVO [RVR (m)/DH (ft)]**					
1	LVTO					
2	LTS CAT I					
3	OTS CAT II					
4	CAT II					
5	CAT IIIA					
6	CAT IIIB					
7	CAT IIIC					
8	Operational credit(s)					
Remarks:						
D	SPO(19)					
1						
2						
Remarks: e.g. Registration marks or other conditions						
E	**CNS**					
1	RNAV 10 (RNP 10)					
2	RNAV 5 (BRNAV)					
3	RNAV 2 (P RNAV)					
4	RNAV 1 (P RNAV)					
5	RNP 4					
6	RNP 2					
7	RNP 1					
8	A-RNP					
9	RNP APCH					
10	RNP AR APCH					
11	RNP 0.3 (H)					
12	ETOPS – Engine Type					
	ETOPS – Range (Nm)/Time (mins)					
13	RVSM					
14	NAT HLA (MNPS)					
15	CPDLC/ADS					
16	Polar Operations					
17	Metric Altimetry					
18	PBCS					
Remarks:						
F	Other Specific Approvals					
1	SET-IMC					
2	HHO					
3	HEMS					
4	HOFO					

5	HNVIS					
6	EFB(20)					
Remarks:						
G	**Aircraft Registration** Prefix: A6- Note: Aircraft marked with an asterisk can only be operated with current C of A.					
H	**Destinations (ICAO Aerodrome Designators)** All destinations shall be evaluated by the operator and accepted by the Authority.					
1	**Scheduled Operations:**					
2	**Non-scheduled or charter operations may be conducted into any suitable aerodrome provided it has the approved facilities and services necessary for the safe operation of the aircraft. All operations shall be in accordance with the approved Operations Manual.**					
I	**LRV Operations approved for the following city pairing:**					
J	**Three letter and Radio telephony designators:** (The use of designators other than those specified below requires GCAA authorisation)					
1	ICAO Three letter designation:					
2	ICAO Radio telephony/Call sign:					
K	**Authorised aircraft lease:**(21)					
L	**Other Approvals:**					
1	Special PIC					
2	PRM/SOIA					
M	**Remarks:**					

(1) Telephone and fax contact details of the authority, including the country code. E-mail to be provided if available.
(2) Insert the associated AOC/AOA number.
(3) Insert the operator's registered name and the operator's trading name.
(4) Issuance date of the operations specifications (dd Month yyyy) and signature of the authority representative.
(5) Insert in Section A the Commercial Aviation Safety Team (CAST)/ICAO designation of the aircraft make, model and series, or master series, if a series has been designated (e.g. Boeing-737-3K2 or Boeing-777-232). The CAST/ICAO taxonomy is available at: http://www.intlaviationstandards.org/.
Insert in section G the aircraft registration marks in the appropriate column. In case not all special authorisations apply to the aircraft model, the registration marks of the aircraft may be entered in the remarks column to the related special authorisation.
(6) Other types of transportation to be specified (e.g. emergency medical service).
(7) List the geographical area(s) of authorised operation (by geographical coordinates or specific routes, flight information region or national or regional boundaries), if not defined as 'Worldwide' or 'With no geographical limit'.
(8) List the applicable special limitations (e.g. VFR only, day only).
(9) List in this column the most permissive criteria for each approval or the approval type (with appropriate criteria).
(10) Insert the applicable precision approach category (LTS CAT I, OTS CAT II, CAT II, IIIA, IIIB or IIIC). Insert the minimum RVR in metres and decision height in feet.
(11) Insert the approved minimum take-off RVR in metres.
(12) List the airborne capabilities (i.e. automatic landing, HUD, EVS, SVS, and CVS) and associated operational credit(s) granted.
(13) The not applicable (N/A) box may be checked only if the aircraft maximum ceiling is below FL 290.
(14) Extended range operations (ETOPS) currently applies only to two-engined aircraft. Therefore, the not applicable (N/A) box may be checked if the aircraft model has less or more than two engines.
(15) The threshold time and maximum diversion time may also be listed in distance (NM), as well as the engine type.
(16) Performance-based navigation (PBN): one line is used for each PBN AR navigation specification approval (e.g. RNP AR APCH), with appropriate limitations and conditions listed in the "Specifications" column.
Procedure-specific approvals of specific RNP AR APCH procedures may be listed in the operations specifications or in the operations manual. In the latter case, the related operations specifications must have a reference to the related section in the operations manual.
(17) Insert the name of the person/organisation responsible for ensuring that the continuing airworthiness of the aircraft is maintained and the regulation that requires the work, i.e. within the AOC regulation or a specific approval (e.g. EC2042/2003, Part M, and Subpart G).
(18) Other authorisations or data can be entered here, using one line (or one multi-line block) per authorisation.
(19) Specify the type of operation, e.g. agriculture, construction, photography, surveying, observation and patrol, aerial advertisement, maintenance check flights.
(20) List the EFB functions with any applicable limitations.
(21) To add the minimum specification expected in this section, i.e. Type of lease, Operator name, Aircraft type and Registration mark.

APPENDIX 4 - AIR OPERATOR AUTHORISATION

الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY

AIR OPERATOR AUTHORISATION (AOA)

(Operations under Declaration[1])

UNITED ARAB EMIRATES

GENERAL CIVIL AVIATION AUTHORITY

AOA #[2]: Expiry date:	[Operator Name][3] Dba [Trading Name][4] Operator address[6]: Telephone[7]: Fax: E-mail:	Operational Points of Contact[5] Contact details, at which operational management can be contacted without undue delay, are listed in ..... [8].

In acknowledgement of the declaration made, ... [9] is authorised to perform .....[10], as defined in the attached operations specifications, in accordance with the operations manual and UAE Civil Aviation Regulations.

Note: This authorisation does not preclude the requirement of applying for High Risk Commercial Specialised Operations, if applicable.

Date of issue[11]:	Name and Signature[12]: Title:

(1) Declared Operations as per ORO.DEC.100 and NCO.GEN.102.G.
(2) Authorisation reference number, as issued by the competent authority and the expiry date of the AOA (dd Month yyyy).
(3) Replaced by the operator's registered name.
(4) Operator's trading name, if different. Insert "Dba" (for "Doing business as") before the trading name.
(5) The contact details include the telephone and fax numbers, including the country code, and the e-mail address (if available) at which operational management can be contacted without undue delay for issues related to flight operations, airworthiness, flight and cabin crew members' competency, dangerous goods and other matters as appropriate.
(6) Operator's principal place of business address.
(7) Operator's principal place of business telephone and fax details, including the country code. E-mail to be provided if available.
(8) Insertion of the controlled document, carried on board, in which the contact details are listed, with the appropriate paragraph or page reference. E.g.: "Contact details … are listed in the operations manual, gen/basic, chapter 1, 1.1"; or "… are listed in the operations specifications, page 1"; or "… are listed in an attachment to this document".
(9) Operator's registered name.
(10) Types of authorised operations for the operators:
   i. Non commercial operations with Complex Motor Powered Aircraft and/or,
   ii. Non Commercial operations with Other-than Complex Motor Powered Aircraft and/or,
   iii. Commercial Specialised Operations and/or
   iv. Non commercial Specialised Operations.
(11) Issue date of the AOA (dd Month yyyy).
(12) Title, name and signature of the competent authority representative. In addition, an official stamp may be applied on the AOA.

APPENDIX 5 - AUTHORISATION OF HIGH RISK COMMERCIAL SPECIALISED OPERATIONS

الهيئة العامة للطيران المدني
GENERAL CIVIL AVIATION AUTHORITY

AUTHORISATION OF HIGH RISK COMMERCIAL SPECIALISED OPERATIONS

UNITED ARAB EMIRATES
GENERAL CIVIL AVIATION AUTHORITY

UAE GENERAL CIVIL AVIATION AUTHORITY(1)

Address _____
Telephone:_____Fax: _____
_____ E-mail: ____

Authorisation no: (2)

OPERATOR

Name(3):_____Dba: [Trading Name]_____
Address(4): _____ Telephone(5):
_____Fax:_____E-mail: _____

Aircraft model and registration marks: (6)

Authorised specialised operation: (7)

Authorised area or site of operation: (8)

Special limitations: (9)

This is to confirm that ……(3) is authorised to perform high risk commercial specialised operation(s) in accordance with this authorisation, operator's Standard Operating Procedures and UAE Civil Aviation Regulations.

Date of issue (10):	Name and Signature (11): Title:

(1) Name and contact details of the competent authority.

(2) Insertion of associated authorisation number.

(3) Insertion of the operator's registered name and the operator's trading name, if different. Insert "Dba" before the trading name (for "Doing business as").

(4) Operator's principal place of business address.

(5) Operator's principal place of business telephone and fax details, including the country code. E-mail to be provided if available.

(6) Insertion of the Commercial Aviation Safety Team (CAST)/ICAO designation of the aircraft make, model and series, or master series, if a series has been designated (e.g. Boeing-737-3K2 or Boeing- 777-232). The CAST/ICAO taxonomy is available at: http://www.intlaviationstandards.org/. The registration marks shall be either listed in the list of specific approvals or in the operations manual. In the latter case the list of specific approvals shall refer to the related page in the operation manual.

(7) Specify the type of operation, e.g., agriculture, construction, photography, surveying, observation and patrol, aerial advertisement, maintenance check flights.

(8) Listing of geographical area(s) or site(s) of authorised operation (by geographical coordinates or flight information region or national or regional boundaries).

(9) Listing of applicable special limitations (e.g. VFR only, Day only, etc.).

(10) Issue date of the authorisation (dd-mm-yyyy).

(11) Title, name and signature of the competent authority representative. In addition, an official stamp may be applied on the authorisation.

1. **Determination of "High Risk" activities**

(a) High risk activities are those which pose a high risk in particular to third parties on the ground. Each activity will need to be assessed by the operator. If they believe the activity will pose a high risk they must apply to the competent authority for a High Risk Commercial Specialised Operations (HRCSPO) Authorisation.

(b) Each activity will need to be assessed against:

(i) the specific nature of the activity

(ii) the environment in which it is conducted

(iii) whether the activity poses a high risk in particular to third parties on the ground

(c) Such activities could include (but are not limited to):

(i) Underslung loads, including such activities as helicopter external loads operations and construction work flights, including stringing power line operations and clearing saw operation

(ii) Dropping of articles outside of a controlled/aerodrome environment, which could include such activities as maritime funeral operations and cloud seeding

(iii) On shore power line inspections, including helicopter survey operation

(iv) Surveying, including helicopter survey operations, aerial mapping operations, pollution control activity

(v) Air to air filming and air to ground filming over congested areas, including aerial photography flights, news media flights, television and movie flights

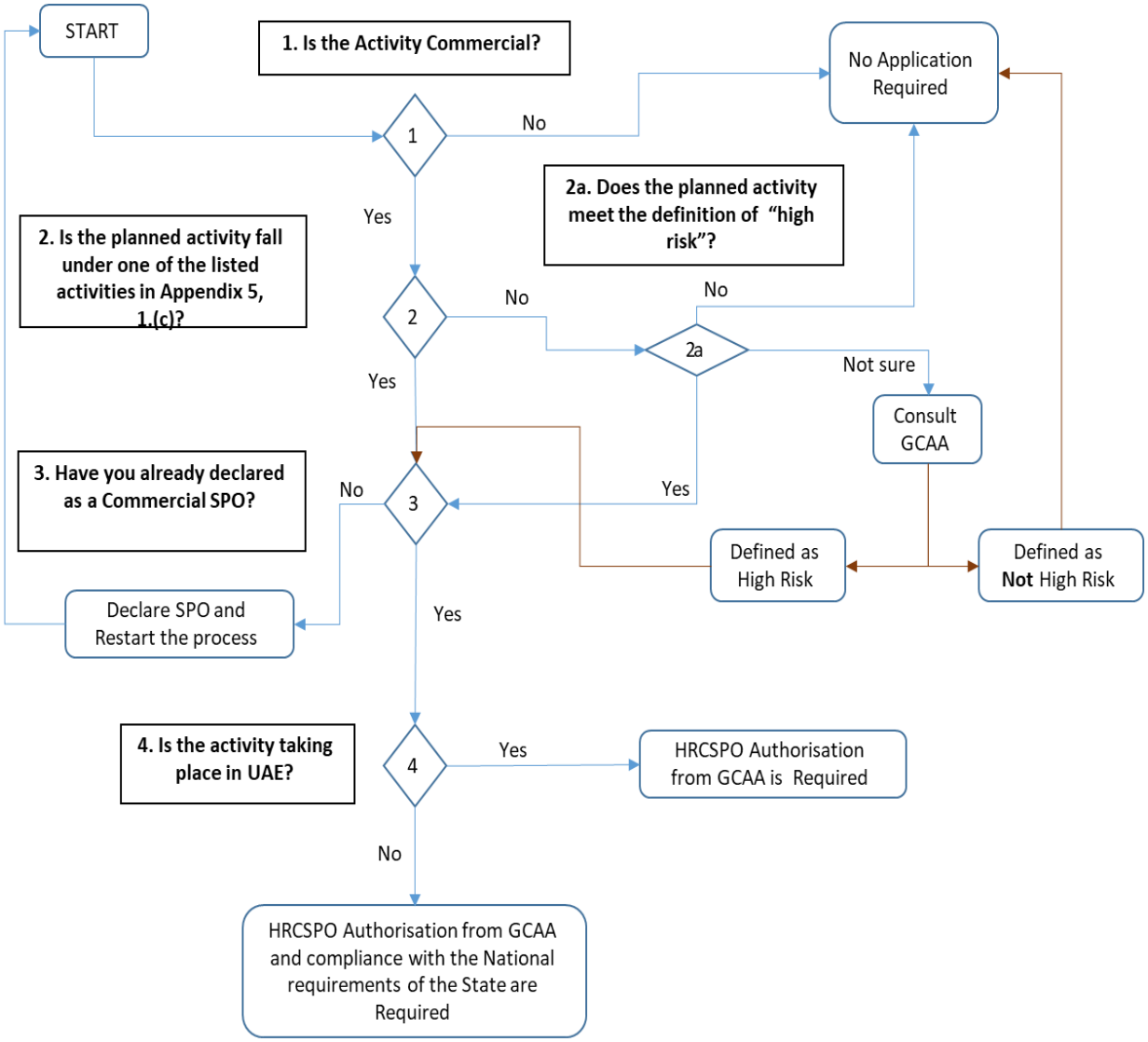
(vi) Research flights, such as scientific research flights (other than those for aircraft design purposes)

(vii) Aerial advertising

(viii) Thrill flights, such as sensational flights e.g. flights involving extreme aerobatic manoeuvres carried out for the purpose of allowing the persons on board to experience zero gravity, high G-forces or similar sensations

2. **Application decision flow**

(a) Following flow chart provides guidance to the operators on how to decide on whether an application is required or not.



3. HRCSPO Authorisations are issued against each activity the operator is carrying out. If an operator is changing the nature or location of the high risk activity, a new HRCSPO Authorisation will be required.

4. The HRCSPO Authorisation will only cover the operator for the activity which has been applied for.

5. If any aspect of the operation changes, such as the type of activity, location or environment, operators should either apply for a new HRCSPO Authorisation or a variation to their existing HRCSPO Authorisation.

6. UAE Operators conducting HRCSPO in foreign countries:

   (a) If the activity is taking place in a foreign country, an application for a HRCSPO Authorisation should still be made to the GCAA. The operator will also have to ensure that they comply with any other relevant regulations applicable in the country where the activity is taking place.

7. **Application Process**

   (a) Operators will either need to declare to the GCAA as an SPO operator before applying for a HRCSPO Authorisation or make the HRCSPO Authorisation application at the same time as the SPO declaration.

   (b) HRCSPO applications will need to be received a minimum of 30 days before the activity is due to take place to allow the necessary checks to be performed.

   (c) Operators who believe they will be conducting high risk activities will need to provide the GCAA with:

      (i) Completed GTF-SOS-001 Form

      (ii) A description of the Operator's Management System, including the organisational structure

      (iii) A risk assessment for the activity in accordance with point SPO.OP.230

      (iv) Copies of all relevant Standard Operating Procedures

      (v) Compliance Checklist for HRCSPO

8. **Validity Period**

   (a) The validity period for a HRCSPO Authorisation will depend on the nature and length of the activity. Operators may apply for an authorisation for a one-off event or for an ongoing activity.

   (b) The competent authority will assess the nature, location and risk to third parties of the activity and will either issue an authorisation for a single event, a defined series of flights or for an unlimited duration.